



Cisco IP Phone 8800 Series User Guide

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CHAPTER

1

Your Phone

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The Cisco IP Phone 8800 Series

The Cisco IP Phones 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR deliver easy-to-use, highly-secure voice communications.




393043

Table 1: Cisco IP Phone 8800 Series Major Features

| Features | 8811 | 8841 | 8845 | 8851 | 8851NR | 8861 | 8865 | 8865NR |
|-----------------------------|-----------|-------|-------|-------|--------|-------|-------|--------|
| Screen | Grayscale | Color | Color | Color | Color | Color | Color | Color |
| USB Ports | 0 | 0 | 0 | 1 | 1 | 2 | 2 | 2 |
| Built-in Camera | No | No | Yes | No | No | No | Yes | Yes |
| Wi-Fi | No | No | No | No | No | Yes | Yes | No |
| Bluetooth | No | No | Yes | Yes | No | Yes | Yes | No |
| Cisco Intelligent Proximity | No | No | Yes | Yes | No | Yes | Yes | No |

Your phone must be connected to a network and configured to connect to a call control system. The phones support many functions and features, depending on the call control system. Your phone may not have all functions available, based on the way your administrator has set up the phone.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

New and Changed Information

You can use the information in the following sections to understand what has changed in the document. Each section contains the major changes.

New Information for Firmware Release 12.1(1)

Table 2: Cisco IP Phone 8800 User Guide revisions for Firmware Release 12.1(1).

| Revision | Updated Section |
|---------------------------|--|
| Updated for Call History. | View Your Recent Calls, on page 77 |

| Revision | Updated Section |
|---|--|
| Added for Accessibility enhancements | Accessibility Features for the Cisco IP Phone 8800 Series, on page 21 and the included sections such as Voice Feedback, on page 27 |
| | Enable Voice Feedback from Accessibility, on page 90 |
| | Adjust Voice Speed, on page 91 |
| Updated for Incoming Call Notifications and Call Alert. | Enhanced Line Mode, on page 32 |
| Updated for Cisco Headset 531 and Cisco Headset 532. | Cisco Headset 500 Series, on page 95 |
| | Test Your Microphone, on page 98 |
| | Adjust Your Speaker Feedback, on page 97 |
| | Adjust Your Bass and Treble, on page 97 |
| | Adjust Your Microphone Volume, on page 97 |
| Updated for Speed Dial navigation. | Make a Call with a Speed-Dial Button, on page 39 |
| Updated for Speed Dial Button. | Add a Speed Dial Button from Your Phone, on page 40 |
| | Modify a Speed Dial Button from Your Phone, on page 40 |
| | Delete a Speed Dial Button from Your Phone, on page 41 |

New Information for Firmware Release 12.0(1)

Table 3: Cisco IP Phone 8800 User Guide revisions for Firmware Release 12.0(1).

| Revision | Updated Section |
|--------------------------------------|---|
| Updated for new key expansion module | Cisco IP Phone 8800 Key Expansion Module, on page 105 |

New Information for Firmware Release 11.7(1)

Table 4: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.7(1).

| Revision | Updated Section |
|-------------------------------------|---|
| Updated for video call enhancements | Video Calls, on page 48 |

| Revision | Updated Section |
|---------------------------------|---|
| Updated for new user experience | Badged Icons, on page 19 |
| | Phone Screen Features, on page 18 |
| | Enhanced Line Mode, on page 32 |

New Information for Firmware Release 11.5(1)SR1

Table 5: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1)SR1.

| Revision | Updated Section |
|---|---|
| Updated for Cisco IP Phone 8865NR support | The Cisco IP Phone 8800 Series, on page 1 |
| | Set Up Wi-Fi Client, on page 7 |
| | Buttons and Hardware, on page 14 |
| | Supported Accessories, on page 93 |
| Updated for Video with Closed Shutter | Stop Your Video, on page 48 |
| Updated for MLPP and Do not disturb support | Turn On Do Not Disturb, on page 44 |
| | Prioritized Calls, on page 57 |
| | Answer a Priority Call, on page 59 |
| Updated for Wi-Fi sign support | Set Up Wi-Fi Client, on page 7 |
| | Connect to a Preconfigured Wi-Fi Network, on page 8 |

New Information for Firmware Release 11.5(1)

Table 6: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1).

| Revision | Updated Section |
|--|--|
| Updated the following sections for Enhance Line Mode. | <ul style="list-style-type: none"> • Differences Between Phone Calls and Lines, on page 19. • Ignore a Call, on page 44. • Decline a Call, on page 44. • Phone Line Modes, on page 32. • Normal Line Mode, on page 32. • Enhanced Line Mode, on page 32. |
| Added the following section for Postpone a Phone Upgrade | Phone Firmware and Upgrades , on page 30 |
| Revised the following section for Do Not Disturb | Turn On Do Not Disturb , on page 44 |
| Added Connect to a Pre-Configured Wi-Fi Network | Connect to a Preconfigured Wi-Fi Network , on page 8 |

New Information for Firmware Release 11.0

Table 7: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.0.

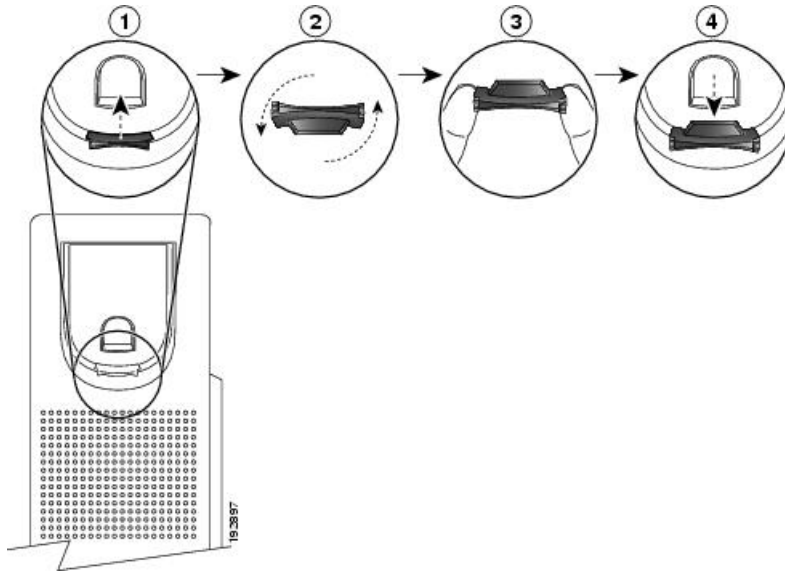
| Revision | Updated Section |
|---|--|
| Removed references to specific font size. | Change the Font Size , on page 87. |
| Updated the following section for improved Barge and Merge support. | Add Yourself to a Call on a Shared Line , on page 61 |
| Revised the following section for the improved Problem Report Tool support. | Report All Phone Issues , on page 34 |
| Added new icon to the following section for Do Not Disturb(DND). | Turn On Do Not Disturb , on page 44 |
| Updated the following section for Welcome screen. | Connect to Expressway , on page 9 |

Phone Setup

Typically, 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.

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.
-

Change the Viewing Angle of Your Phone

You can change the angle of the phone to eliminate glare on the screen. If your phone has a video camera, you can change the angle to improve the camera view.

Procedure

- Step 1** Hold the receiver in the cradle with one hand.
 - Step 2** Move the footstand with the other hand to change the angle.
 - Step 3** (Optional) Adjust the footstand on the key expansion module and ensure that the phone and key expansion module are stable.
 - Step 4** (Optional) Press **Self-view** to check the camera angle.
-

Connect to the Network

You need to connect the phone to the network.

- Wired network connection—The phone is plugged into the network with an Ethernet cable.
- Wireless connection—The Cisco IP Phone 8861 and 8865 can connect to a Wireless Access Point using Wi-Fi.
- Virtual Private Network (VPN)—After the phone is connected to the network, it is set up to automatically connect into a protected network.

Mobile and Remote Access Through Expressway—If your administrator sets up Mobile and Remote Access Through Expressway and you connect your phone to the network, it connects to the Expressway server automatically.

Set Up Wi-Fi Client

The Cisco IP Phone 8861 and 8865 can access a Wi-Fi network. You need a power adapter to power the phone. The Cisco IP Phone 8865NR cannot be used with a Wi-Fi network.




Note The phone PC port is disabled when Wi-Fi is enabled on your phone.

Before You Begin

Your administrator needs to configure settings on the call control system to enable Wi-Fi access.

Procedure

- Step 1** If the phone is plugged into the Ethernet, unplug the Ethernet cable.
- Step 2** Press **Applications** .
- Step 3** Navigate to **Admin settings** > **Network setup** > **Wi-Fi client setup** > **Wi-Fi sign in access**.
- Step 4** Navigate to **Wireless** and press **On**.
- Step 5** Navigate to **Wi-Fi sign in access** and press **On**.
- Step 6** Press **Apply** to save the changes, or press **Revert** to cancel the changes.
-

Connect to a Preconfigured Wi-Fi Network

You can connect to a Wi-Fi network with your Cisco IP Phone 8861 and 8865. But the Cisco IP Phone 8865NR does not support Wi-Fi.

Depending upon how your phone is configured, you could be required to sign in when you join a Wi-Fi network or when your phone powers up.

You cannot dismiss the Wi-Fi sign-in window without entering the correct username and password.

Procedure

- Step 1** Enter your Wi-Fi credentials when prompted.
- Step 2** Select **Sign-in**.
-

Connect to a VPN

You connect to your VPN in one of two ways:

- By entering credentials (username and password, or just a password)
- With a certificate

If you have a certificate installed on your phone, you do not need to do anything. Your phone automatically connects to the VPN.

Procedure

- Step 1** When prompted, enter your VPN credentials.
- Step 2** Select **Sign-in**.
-


Set up a Phone for Use with VPN

Before You Begin

To complete this procedure, you must have a valid TFTP server address. If you do not have this information, contact your administrator.

You cannot use the Wi-Fi client with the Cisco IP Phone 8865NR.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Admin settings**.
- Step 3** Select one of the following menu items:
- All phones connected to the Ethernet: **Ethernet setup**
 - Cisco IP Phone 8861 and 8865 users that use Wi-Fi: **Network setup > Wi-Fi client setup**
- Step 4** Select **IPv4 Setup**.
- Step 5** Navigate to **Alternate TFTP** and choose **On**.
- Step 6** Select **TFTP server 1**.
- Step 7** Enter your TFTP server address in the **TFTP server 1** field.
- Step 8** Press **Apply**.
- Step 9** Press **Continue**.
- Step 10** Press **Exit**.
-

Connect to Expressway

You can use Mobile and Remote Access Through Expressway to connect into your corporate network when you are working away from your office. Because your phone does not have a TFTP address configured, the phone displays a Welcome screen to begin the sign-in process.

Before You Begin


If you have been using your phone at the office or with a VPN, reset your service mode before you connect to Expressway.

If you need to connect to Mobile and Remote Access Through Expressway on-premise, restart your phone and press **Select** when prompted.

Procedure

- Step 1** Enter your activation code or service domain on the **Welcome** screen and press **Continue**.
- Step 2** Enter your username and password.
- Step 3** Press **Submit**.
-

Activate Your Phone Automatically with a QR Code

If your phone has a camera, you can scan a QR code to activate the phone. If you inadvertently press **Enter** manually, press **Back**  to return to the QR code screen.

Before You Begin

You need the QR code from your welcome message.

If the code from your welcome message has expired, generate an activation code for your device with the Self Care portal or request an activation code from your administrator.

Procedure

- Step 1** Make the QR code ready with one of these methods:
- Print the email with the QR code and hold the paper in front of the phone camera.
 - Display the QR code on your mobile device and hold the device in front of the phone camera.
 - Display the QR code on your computer and hold the phone in front of the computer screen.
- Step 2** Turn the ring around the camera clockwise to open the shutter.
- Step 3** Scan the QR code.
When the scan succeeds, your phone registers with the server, and you're ready to make your first call.
-

Secure the Phone with a Cable Lock

You can secure your Cisco IP Phone 8800 Series with a laptop cable lock up to 20 mm wide.

Procedure

- Step 1** Take the looped end of the cable lock and wrap it around the object to which you want to secure your phone.
 - Step 2** Pass the lock through the looped end of the cable.
 - Step 3** Unlock the cable lock.
 - Step 4** Press and hold the locking button to align the locking teeth.
 - Step 5** Insert the cable lock into the lock slot of your phone and release the locking button.
 - Step 6** Lock the cable lock.
-

Activate and Sign In to Your Phone

You may need to activate or sign in to your phone. Activation happens once for your phone, and connects the phone to the call control system. Your administrator gives you your sign-in and activation credentials.

Sign In to Your Phone

Before You Begin

Get your user ID and PIN or password from your administrator.

Procedure

- Step 1** Enter your user ID in the **User ID** field.
 - Step 2** Enter your PIN or password in the **PIN** or **Password** field, then press **Submit**.
-


Sign In to Your Extension from Another Phone

You can use Cisco Extension Mobility to sign in to a different phone in your network and have it act the same as your phone. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your administrator sets you up for the Cisco Extension Mobility service.

Before You Begin


Get your user ID and PIN from your administrator.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Extension Mobility** (name can vary).
- Step 3** Enter your user ID and PIN.
- Step 4** If prompted, select a device profile.
-

Sign Out of Your Extension from Another Phone

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Extension Mobility**.
- Step 3** Press **Yes** to sign out.
-

Self Care Portal

You can customize some phone settings with the Self Care portal web site, which you access from your computer. The Self Care portal is part of your organization's Cisco Unified Communications Manager.

Your administrator gives you the URL to access the Self Care portal, and provides your user ID and password.

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

If you have a Cisco IP Phone 8800 Key Expansion Module connected to your phone, you can also configure the expansion module buttons for speed dial and other phone services.

The following table describes some specific features that you configure with the Self Care portal. For more information, see the Self Care portal documentation for your call control system.

| Features | Description |
|-------------------|---|
| Call forward | Use the number that will receive calls when call forward is enabled on the phone. Use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy. |
| Additional phones | Specify additional phones (your mobile and other phones) that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up these features: <ul style="list-style-type: none"> • Single number reach—Specify whether the additional phone should ring when someone calls your desk phone. • Mobile calls—If the additional phone is a mobile phone, you can set it up to allow you to transfer mobile calls to your desk phone or desk phone calls to your mobile phone. |
| Speed dial | Assign phone numbers to speed-dial numbers so that you can quickly call that person. |

Related Topics

[Phone Calls with Mobile Connect](#), on page 68

[Speed Dial](#), on page 39

[Forward Calls](#), on page 53

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.

**Note**

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

[Calls That Require a Billing Code or Authorization Code, on page 43](#)

Buttons and Hardware



The Cisco IP Phone 8800 Series has two distinct hardware types:














- Cisco IP Phones 8811, 8841, 8851, 8851NR, and 8861—do not have a camera.
- Cisco IP Phones 8845, 8865, and 8865NR—have a built-in camera.

The following figure shows the Cisco IP Phone 8845.

Figure 1: Cisco IP Phone 8845 Buttons and Hardware



| | | |
|---|---|--|
| 1 | Handset and Handset light strip | Indicates whether you have an incoming call (flashing red) or a new voice message (steady red). |
| 2 | Camera Cisco IP Phone 8845, 8865, and 8865NR only | Use the camera for video calls. |
| 3 | Programmable feature buttons and line buttons |  Access your phone lines, features, and call sessions. When adding features to the phone line keys, you are limited by the number of line keys available. You cannot add more features than the number of line keys on your phone. For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter. |
| 4 | Softkey buttons |  Access to functions and services. For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter. |

| | | |
|---|--|--|
| 5 | Back , Navigation cluster, and Release | <p>Back  Return to the previous screen or menu.</p> <p>Navigation cluster  Navigation ring and Select button—Scroll through menus, highlight items and select the highlighted item.</p> <p>Release  End a connected call or session.</p> |
| 6 | Hold/Resume , Conference , and Transfer | <p>Hold/Resume  Place an active call on hold and resume the held call.</p> <p>Conference  Create a conference call.</p> <p>Transfer  Transfer a call.</p> |
| 7 | Speakerphone , Mute , and Headset | <p>Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</p> <p>Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit.</p> <p>Headset  Toggle the headset on or off. When the headset is on, the button is lit.</p> |
| 8 | Contacts , Applications , and Messages | <p>Contacts  Access personal and corporate directories.</p> <p>Applications  Access recent calls, user preferences, phone settings, and phone model information.</p> <p>Messages  Autodial your voice messaging system.</p> |
| 9 | Volume button | <p> Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).</p> |

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner **Select** button of the Navigation cluster 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.

Softkey, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

- 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 **More ...** softkey shows you that more functions are available.
- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.
 - Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.
 - Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status:

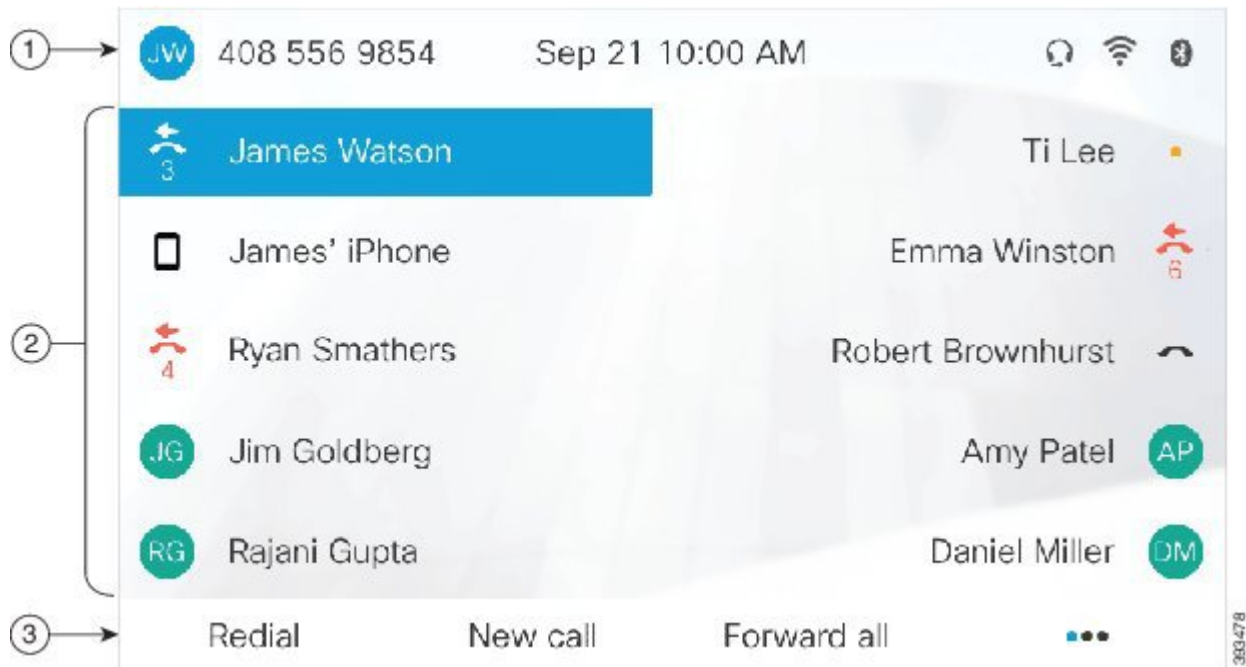
-  Green, steady—Active call or two-way intercom call
-  Green, flashing—Held call
-  Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group
-  Amber, flashing—Incoming call or reverting call
-  Red, steady—Remote line in use (shared line or Line Status)
-  Red, flashing—Remote line on hold

Your administrator can set up some functions as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard button.

Phone Screen Features

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

Figure 2: Cisco IP Phone 8800 Screen



| | |
|---|---|
| 1 | At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active. |
| 2 | The middle of the phone screen displays the information associated with the line and feature buttons on the phone. |
| 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.

Badged Icons

If you have missed calls, the missed call icon, and a counter showing the number of missed calls, display on your phone desktop. If you receive a voicemail, the missed call icon changes to the voicemail icon and voicemail counter until you listen to your messages.

In addition, if you have more than one call on a line, either the held icon or the off hook icon change to show the number of calls.

Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone.

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. You have as many lines as you have directory numbers and phone line icons. Depending upon how your phone is configured, you could have up to 16 lines.
- **Calls**—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your administrator can adjust this number according to your needs.

Only one call can be active at any time; other calls are automatically placed on hold.

Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

USB Ports

Your phone may have one or more USB ports. Each USB port supports a maximum of five USB devices. Each device connected to the port is included in the maximum device count, including any Key Expansion Modules.

For example, your phone can support five USB devices on the side port and five additional standard USB devices on the back port. Many third-party USB products contain more than one USB device, and thus count as more than one device.

**Note**

If you use a USB hub and remove the USB cable from the phone during an active call, your phone might restart.

Related Topics

[The Cisco IP Phone 8800 Series, on page 1](#)

Mobile Device Charging

You can use the USB ports on your phone to charge your mobile device if the device has a USB connection. The following ports support USB charging:

- Side port—Provides standard device charging.
- Back port (Cisco IP Phone 8861, 8865, and 8865NR only)—Provides standard device charging as well as fast-charging.

Your phone continues to charge the mobile device while it is in power-saving mode but stops charging in Power Save Plus mode.

When you use your phone to charge your mobile device, the following conditions apply:

- A short delay may occur before charging begins.
- In some situations, your device will not display the charging icon. For example, the icon may not display when the device is fully charged.
- When more than one Cisco IP Phone 8800 Key Expansion Module is attached to your phone, the back USB port cannot fast-charge the device.

If you unplug your tablet and immediately plug in a USB headset to the phone, a 3-second delay occurs before the phone recognizes the USB headset.

Related Topics

[Energy Savings, on page 31](#)

Bluetooth and Your Phone

If your phone supports Bluetooth, use a Bluetooth headset and connect your mobile phone or tablet to the phone.

Bluetooth connections work best when you're within 3 to 6 feet (1 to 2 meters) from your phone, but you might be able to be as far away as 66 feet (20 meters). The Bluetooth connection can degrade if you have a barrier (wall, door, window), large metal object, or other electronic devices between your phone and the connected device.

To connect a mobile device or headset to your phone with Bluetooth, start by pairing the device with your phone. You can pair up to 50 mobile devices and Bluetooth headsets with the phone.

After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

When you use a Bluetooth headset and mobile devices with your phone, keep these things in mind:

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.
- You can connect one mobile device (phone or tablet) and one Bluetooth headset at the same time.
- The phone can connect to only one paired mobile device at a time. If your mobile phone is connected and you turn on your tablet, the tablet connects to the phone and the mobile phone disconnects.
- When your Bluetooth headset and your mobile device are connected to the phone, you cannot use the Bluetooth headset to answer desk phone calls from the mobile device.

Related Topics

[Bluetooth Headsets, on page 102](#)

[Pair a Mobile Device with Your Desk Phone, on page 63](#)
[The Cisco IP Phone 8800 Series, on page 1](#)

Accessibility Features for the Cisco IP Phone 8800 Series

The Cisco IP Phones 8811, 8841, 8845, 8851, 8851NR, 8861, and 8865 provide accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, they can be used by users with disabilities without requiring 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-8800-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 phone comes with standard accessibility features that require little or no setup.

Figure 3: Hearing-Impaired Accessibility Features—Cisco IP Phone 8861 Shown



Table 8: Hearing-Impaired Accessibility Features

| Item | Accessibility Feature | Description |
|------|--|---|
| 1 | Visual message-waiting indicator (handset) | <p>This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator.</p> <p>To change the light or 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> |

| Item | Accessibility Feature | Description |
|------|--|---|
| 2 | Visual notification of phone state | <ul style="list-style-type: none"> • Toggle the Mute and Speakerphone buttons on and off to indicate the phone state. • Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit. |
| 3 | Adjustable ringtone, pitch, and volume | <ul style="list-style-type: none"> • Select Applications > Preferences. • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press Volume to raise or lower the volume. <p>Your administrator can also change your settings.</p> |
| 4 | Inline-amplifier support (handset) | Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone. |
| 5 | Hearing aid compatible (HAC) handset | <p>Supports these accessibility features:</p> <ul style="list-style-type: none"> • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers. |
| 6 | Acoustic coupled TTY and TDD support (handset) | <p>Cisco IP Phones support these TTY and TDD features:</p> <ul style="list-style-type: none"> • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. <p>For information about setting up TTY, contact your administrator.</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—Cisco IP Phone 8861 Shown



Table 9: Vision-Impaired and Blind Accessibility Features

| Item | Accessibility Feature | Description |
|------|--|---|
| 1 | High-contrast visual and audible alert of an incoming call | Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received. |

| Item | Accessibility Feature | Description |
|------|--|---|
| 2 | <p>Line, feature, and session buttons on the Cisco IP Phone</p> <ul style="list-style-type: none"> • Line and feature buttons are to the left of the LCD. Session buttons are to the right of the LCD. • For locales that read right to left, such as Arabic, session buttons are on the left and the line and feature buttons are on the right. | <p>Use line buttons to start, answer, or switch to a call on a particular line.</p> <p>Features, such as speed dial, line status, privacy, do not disturb (DND), and service URLs, can be assigned to feature buttons.</p> <p>Your administrator sets up programmable feature buttons on your phone.</p> <p>Use session buttons to perform tasks, such as answering a call or resuming a held call.</p> <p>Colors indicate your phone's status:</p> <ul style="list-style-type: none"> • Green, steady—Active call or two-way intercom call. • Green, flashing—Held call. • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to a hunt group. • Amber, flashing—Incoming call or reverting call. • Red, steady—Remote line in use (shared line or line status). • Red, flashing—Remote line on hold. |
| 3 | <p>Back-lit color LCD screen on the Cisco IP Phone</p> <ul style="list-style-type: none"> • The Cisco IP Phone 8811 has a grayscale LCD with adjustable contrast. | <p>Allows you to adjust your phone screen's brightness.</p> |
| 4 | <p>Softkeys</p> <ul style="list-style-type: none"> • These are large buttons just below the LCD. | <p>Provide access to special functions. The functions are displayed on the LCD.</p> |

| Item | Accessibility Feature | Description |
|------|--|---|
| 5 | <p>Navigation Cluster (includes the Navigation ring and the Select button)</p> <ul style="list-style-type: none"> • The Navigation cluster is located just above the keypad. • Back button to the left of the Navigation cluster • Release button to the right of the Navigation cluster | <p>Use the Navigation ring to move up, down, left, and right in the phone LCD. The Select button is in the center of the Navigation cluster.</p> <p>Use the Back button to return to the previous screen or menu.</p> <p>Use the Release (End Call) button to end a call or session.</p> |
| 6 | <p>Messages button, Applications button, and Contacts button</p> <ul style="list-style-type: none"> • These three large buttons are located to the left of the keypad. • In this group of buttons, the Messages button is the single button in the top row. Below the Messages button, the Applications button is on the left, and the Contacts button is on the right. | <p>Allow you to easily access your messages, applications, and contacts.</p> |
| 7 | <p>Hold button, Transfer button, and Conference button</p> <ul style="list-style-type: none"> • These three large buttons are located to the right of the keypad. • In this group, the Hold button is the single button in the top row. Below the Hold button, the Transfer button is on the left, and the Conference button is on the right. | <p>Allow you to use these functions on your phone.</p> |
| 8 | <p>Volume key</p> <ul style="list-style-type: none"> • This key is located at the bottom left of the phone. | <p>Allows you to increase or decrease the ring volume or the sound through the handset, headset, or speakerphone.</p> <p>Press the right side of the rocker key to increase the volume; press the left side of the rocker key to decrease the volume.</p> |

| Item | Accessibility Feature | Description |
|------|---|--|
| 9 | Standard 12-key layout | Allows you to use existing or familiar key positions. Key 5 has a nib. |
| 10 | Headset, Speakerphone, and Mute buttons <ul style="list-style-type: none"> • These buttons are located on the bottom right of the phone. • In this group, the Mute button is the single button in the bottom row. Above the Mute button, the Headset button is on the left, and the Speakerphone button is on the right. | Provide audible notification of the phone state: <ul style="list-style-type: none"> • Toggle the Headset, Mute, and Speakerphone buttons on and off to indicate the phone state. • Use the Headset button to toggle the headset on or off. When the headset is on, the button is lit. • Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit. |

Adjustable Footstand

You can adjust the footstand to provide optimum phone display viewing and easy access to all buttons and keys.

Voice Feedback

Voice Feedback is designed for people who have trouble seeing. It alerts you to incoming calls, and it helps you use and configure phone features. A voice reads out incoming Caller IDs, displayed screens and settings, and button functions.

When on a call, only you hear Voice Feedback so your contacts will not know it is used.

This accessibility feature makes softkeys easy to identify, and to use. Push a softkey once, and Voice Feedback reads out the feature associated with the key. Push the softkey twice, and the feature is executed.

Hardkeys such as the Contacts, Applications, and Messages buttons are treated differently. Push a hardkey once, and a voice reads out the screen name followed by the application or setting highlighted on the screen.

By default, Voice Feedback uses your speakerphone to alert you. But if you lift the handset from the cradle, then Voice Feedback is heard through it instead. If you are using a headset, then this feature uses your headset speakers.

Volume is adjusted using the Volume button and either your handset, or the speakerphone, or headset buttons. For example, customize Call Alert by selecting the speakerphone, and adjusting your volume up or down. For your handset, lift the receiver from the cradle, and adjust the volume. For your headset, select the Headset button, and adjust the volume.

Adjust the volume for handset, headset, and speakerphone separately, and when you first enable Voice Feedback.

You may not hear Voice Feedback if you have selected the Headset button, but don't have a headset connected to your phone. If you cannot hear Voice Feedback, select the speakerphone button and you will hear Voice Feedback again.

Voice Feedback is only available for English language users. If this feature is not available to you, then it is grayed out on your phone.

Related Topics

[Enable Voice Feedback from Accessibility, on page 90](#)

[Adjust Voice Speed, on page 91](#)

Mobility-Impaired Accessibility Features

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


To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

Figure 5: Mobility-Impaired Accessibility Features—Cisco IP Phone 8861 Shown



Table 10: Mobility-Impaired Accessibility Features

| Item | Accessibility Feature | Description |
|------|---|---|
| 1 | Lighted buttons | <p>Allow you to access the following features:</p> <ul style="list-style-type: none"> • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy <p>Indicate your phone's status:</p> <ul style="list-style-type: none"> • Green, steady—Active call or two-way intercom call • Green, flashing—Held call • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to hunt group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or Line Status) |
| 2 | Large buttons to access Applications, Messages, Contacts, Hold, Transfer, and Conference | Allow you to easily access your phone applications, voice messages, corporate and personal directories, and calling features. |
| 3 | Built-in speakerphone | Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit. |
| 4 | 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. |

Cisco IP Phone 8800 Series Wall Mount Kit Accessibility

The Cisco IP Phone 8800 Series phones can be mounted on a wall using one of the following wall mount kits:

- Wallmount Kit for Cisco IP Phone 8800 Series—used to mount a single phone on the wall.
- Wallmount Kit for Cisco IP Phone 8800 Series with single KEM—used to mount a single phone with one attached key expansion module on a wall.

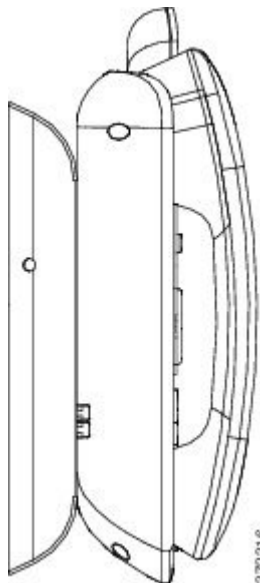
- Wallmount Kit for Cisco IP Phone 8800 Video Series—used to mount a single video phone on the wall.

The Wallmount Kit for Cisco IP Phone 8800 Series and Wallmount Kit for Cisco IP Phone 8800 Series with single KEM meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The Wallmount Kit for Cisco IP Phone 8800 Video Series is slightly larger and does not meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The following figure shows a side view of the phone with the wall mount kit installed.

Figure 6: Side View of the Phone Installed with the Wall Mount Kit



Phone Firmware and Upgrades

Your phone comes with firmware already installed, which is specific to the call control system that your phone uses.

Occasionally, your administrator upgrades the phone firmware for you. This upgrade happens when you are not using your phone because the phone resets to use the new firmware.

Postpone a Phone Upgrade

When new firmware is available, the **Ready to upgrade** window is displayed on your phone and a timer begins a 15-second countdown. If you do nothing, the upgrade proceeds.

You can postpone your firmware upgrade for 1 hour and up to 11 times. The upgrade is also postponed if you make or receive a phone call.


Procedure

Select **Delay** to postpone a phone upgrade.

View the Progress of a Phone Firmware Upgrade

During a phone firmware upgrade, you can view the upgrade progress.

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **Phone information** > **Show detail**.
 - Step 3** Press **Exit**.
-

Energy Savings

Your administrator can reduce the amount of power your phone screen uses when you're not using your phone.

Your administrator can set up these energy-saving levels on your phone:

- **Power Save**—The backlight or screen turns off when the phone is inactive for a set interval.
- **Power Save Plus**—Your phone screen turns on and off at times that are based on your work schedule. If your work hours or work days change, you can contact your administrator to reconfigure your phone.

For example, your administrator can set your phone to alert you 10 minutes before it turns off. You see the **Select** button light up and you get a message that your phone is turning off soon. You get notifications at these intervals:

- Four rings at 10 minutes before power off
- Four rings at 7 minutes before power off
- Four rings at 4 minutes before power off
- 15 rings at 30 seconds before power off

If your phone is active, it waits until it has been inactive for a set interval before it notifies you of the pending power shutdown.

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.

Phone Line Modes

Your phone can be set up in one of these modes:

- Normal line mode—In this mode, the buttons to the left and right of the screen have different functions. Usually, the left buttons are the line buttons and the right buttons are the feature buttons. The line and feature buttons are reversed for locales that read from right to left. This mode is also known as session line mode.
- Enhanced line mode—In this mode, the buttons on the left and right of the screen can be set up as line buttons. This mode increases the number of phone lines that you can see and use. You see an alert for an incoming call.

Normal Line Mode

When your phone is set up for normal (Session) line mode, you interact with the phone in these ways:

- Use the New call window to place a call.
- Select **Answer** to answer a call, unless your phone is set up for an Incoming Call alert. If your phone is set up for an Incoming Call alert, select **Answer**, **Decline**, or **Ignore**.
- Five line keys are available. If your phone is connected to your mobile device or tablet with Bluetooth, only four line keys are available.

Enhanced Line Mode

When your phone is set up for Enhanced Line mode, you interact with the phone in these ways:

- Select a phone line and enter the phone number to make calls. The Recents list displays phone numbers similar to the number being dialed.
- Select **Answer**, **Decline**, or **Ignore** to answer calls.
- Ten line keys are available.

You can see your missed calls by selecting a line key to view the missed calls for that line in the call window. The missed call counter clears when you return to the idle screen.

If you use Enhanced line mode, you will see the line label display the following information for incoming calls:

- The Caller ID.
- The line label or name of the shared line, which then changes to show incoming phone number.

This action only occurs on the Cisco IP Phone 8800 Series phone. It does not occur on lines set up on your key expansion module.

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/unified-ip-phone-8800-series/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/unified-ip-phone-8800-series/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/unified-ip-phone-8800-series/products-licensing-information-listing.html>

Accessibility Features

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

For detailed information about the accessibility features on these phones, see <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-technical-reference-list.html>.

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

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

Troubleshooting

You may experience issues related to the following scenarios:


- Your phone cannot communicate with the call control system.
- The call control system has communication or internal problems.
- Your phone has internal problems.

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

Find Information About Your Phone

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

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Phone information**.
- Step 3** (Optional) Press **Show detail** to view the active load information.
- Step 4** Press **Exit**.
-

Report Call Quality Issues

Your administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. 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.


Procedure

- Step 1** Press **Report quality**.
- Step 2** Scroll and select the item that closely matches your problem.
- Step 3** Press the **Select** softkey to send the information to your system administrator.
-

Report All Phone Issues

You can use the Cisco Collaboration Problem Report Tool (PRT) to collect and send phone logs, and to report problems to your administrator. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Phone information** > **Report problem**.
- Step 3** Enter the date and time that you experienced the problem in the Date of problem and Time of problem fields.
- Step 4** Select **Problem description**.
- Step 5** Select a description from the displayed list, then press **Submit**.
-

Lost Phone Connectivity

Sometimes your phone can lose its connection to the call control system. 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. However, you do not have access to all normal phone functions because some functions require information from the call control system. 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.

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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 pick up the handset.

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Press **Speakerphone** .

Related Topics

[Headsets, on page 95](#)

Make a Call with a Headset

Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 Plug in a headset.

Step 2 Enter a number using the keypad.

Step 3 Press **Headset** .

Make a Call with a Phone or Video Address

Sometimes, instead of just having someone's phone number, you might also have a phone or video address that you can use to place the call instead.

This address might look like an email address, such as `username1@example.com`, or it might contain numbers like `username2@209.165.200.224`.

If you and the person you're calling have video phones, you'll be able to see each other.

Procedure

Step 1 Press **New call**.

Step 2 Press **ABC** and you'll be able to enter text using the keypad.

Step 3 Press a number on the keypad to see the available options, and then press the number again to move through the choices.

For example, press the number **1** three times to enter the **@** symbol.

Step 4 Press **Call**.

Redial a Number

You can call the most recently dialed phone number.

Procedure

Step 1 (Optional) Select a line.

Step 2 Press **Redial**.

Speed Dial

You can assign buttons or codes to quickly dial the numbers of people you call often. Before you can use speed-dial features on your phone, set up speed dial in the Self Care portal.

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

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.
- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

Related Topics

[Self Care Portal](#), on page 12

[Speed-Dial Numbers](#), on page 13

Make a Call with a Speed-Dial Button

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

You can see only as many speed-dial numbers as you have speed-dial buttons. For example, you add 15 speed-dial numbers in the Self Care portal but your phone has five speed-dial buttons. You can see only the first five speed-dial numbers from the list of speed-dial numbers in your Self Care portal.


When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

You can see all the speed-dial numbers that you add in the Self Care portal. Use the down button in the navigation cluster to scroll through your speed-dial numbers, then select a speed-dial number.

Before You Begin

Set up speed-dial codes in the Self Care portal.

Procedure

Press a speed-dial button .

Related Topics

[Self Care Portal](#), on page 12

Add a Speed Dial Button from Your Phone

You can use your phone to configure a line key as a speed-dial button, if you cannot access the Self Care Portal. This method is quick way to add a favorite phone number as a speed-dial to your phone.

In addition to being supported on the Cisco IP Phones 8800 Series, this method of adding speed-dial buttons is supported on the following key expansion modules:

- Cisco IP Phone 8800 Key Expansion Module
- Cisco IP Phone 8851/8861 Key Expansion Module
- Cisco IP Phone 8865 Key Expansion Module

A Reset All clears any speed-dial buttons created from your phone.

Procedure

- Step 1** Press and hold a line key for 2 seconds. The Define favorites screen displays.
- Step 2** In the Name field, enter the name of the speed-dial number.
- Step 3** In the Number field, enter the phone number. Include all the digits required to complete the call.
- Step 4** Select **Apply** to save your speed-dial number.
-

Modify a Speed Dial Button from Your Phone

You can use your phone to modify or edit a speed-dial button, if you cannot access the Self Care Portal. But it does not apply to speed-dial buttons created from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.

Procedure

- Step 1** Press and hold a line key for 2 seconds.

The Define favorites screen displays.

- Step 2** In the Name field, enter the new name of the speed-dial number, if required.
 - Step 3** In the Number field, enter the new phone number, if required. Include all the digits required to complete the call.
 - Step 4** Select **Apply** to save your speed-dial number.
-

Delete a Speed Dial Button from Your Phone

You can use your phone to delete a speed-dial button. This method only works if you added the speed-dial buttons from the phone. It does not apply to speed-dial buttons added from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.

Procedure

- Step 1** Press and hold a line key for 2 seconds.
The Define favorites screen displays.
 - Step 2** Select **Delete**.
 - Step 3** Select **Yes** to confirm your choice.
-

Make a Call With a Speed-Dial Code

Before You Begin

Set up speed-dial codes in the Self Care portal.

Procedure

Enter the speed-dial code and press **Speed Dial**.

Related Topics

[Self Care Portal](#), on page 12

Make a Call With a Fast-Dial Button

Before You Begin

You need to set up the fast-dial codes in your personal directory.

Procedure

- Step 1** Press **Fast Dial**.
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Fast Dials**.
 - Step 4** Select a fast-dial code and then press the **Dial** softkey.
-

Related Topics

[Assign a Fast-Dial Code to a Contact, on page 73](#)

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.
-

Get Notified When a Contact is Available

If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone and a message when they are available.

Procedure

- Step 1** Press **Callback** while you are listening to the busy tone or ring sound.
 - Step 2** Press **Exit** to exit the confirmation screen.
 - Step 3** When you hear the ringtone that the person is available and see the message, press **Dial** to place the call again.
-

Calls That Require a Billing Code or Authorization Code

Your administrator may require that you enter a billing code or authorization code (or both codes) after you dial a phone number. The billing code, called a Client Matter Code, is used for accounting or billing purposes. The authorization code, called a Forced Authorization Code, controls access to certain phone numbers.

When a billing code is required, the phone displays `Enter Client Matter Code`, the dialed number changes to “*****”, and you hear a special tone.

When an authorization code is required, the phone displays `Enter Authorization Code`, the dialed number changes to “*****”, and you hear a special tone. For security reasons, the phone displays a “*” instead of the number entered.

When both a billing code and an authorization code are required, you are prompted for the authorization code first. Then you are prompted for the billing code.

Related Topics

[Speed-Dial Numbers, on page 13](#)

Secure Calls

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

Answer Calls

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

Answer a Call

Procedure

When your phone rings, press the flashing line button to answer the call.

Answer Call Waiting

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

Procedure

Step 1 Press the line button.

Step 2 (Optional) If you have more than one call waiting, select an incoming call.

Decline a Call

You can send a 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**.

Ignore a Call

If you do not want to be disturbed, you can ignore an incoming call. The call goes to voicemail.

Procedure

Ignore a call by performing one of the following actions:

- Select **Ignore**.
- Press **Volume** down once to silence the incoming (ringing) call, and then let the incoming call go to your voicemail or to a preset phone number.

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.

When you turn on DND, your incoming calls are forwarded to another number, such as your voicemail, if it is set up.

When DND is turned on, the header section of the phone screen changes color and `Do not disturb` is displayed on the phone screen.

When you turn on DND, it affects all lines on your phone. However, you will always receive intercom and emergency calls, even when DND is turned on.

If multilevel precedence and preemption (MLPP) is set up for your phone, priority calls will ring your phone with a special ringtone, even when DND is turned on.

Procedure

- Step 1** Press **Do not disturb** to turn on DND.
 - Step 2** Press **Do not disturb** again to turn off DND.
-

Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call pickup group.

Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

Procedure

- Step 1** (Optional) Press the line button.
 - Step 2** Press **PickUp** to transfer an incoming call within your pickup group to your phone.
 - Step 3** Press **Answer** to connect to the call when the call rings.
-

Answer a Call from Another Group (Group Pickup)

Group pickup allows you to answer a call on a phone that is outside your call pickup group. You can use the group pickup number to pick up the call, or you can use the number of the phone line that is ringing.

Procedure

- Step 1** (Optional) Press the line button.
- Step 2** Press **Group PickUp**.
- Step 3** Do one of the following actions:
 - Enter the number of the phone line with the call that you want to pick up. For example, if the call is ringing on line 12345, enter 12345.

- Enter the group pickup number.

Step 4 Press **Answer** to connect to the call when the call rings.

Answer a Call From an Associated Group (Other Pickup)

Procedure

Step 1 (Optional) Press the line button.

Step 2 Press **PickUp** to answer a call in your pickup group or in a group that is associated with your phone.

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

Answer a Call Within Your Hunt Group

Hunt groups, also known as line groups, allow organizations that receive many incoming calls to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls. You sign out of the group when you want to prevent calls from ringing on your phone.

Before You Begin

You must be signed into the hunt group to receive hunt group calls.

Procedure

When a hunt group call rings on your phone, answer the call.

Sign In and Out of a Hunt Group

Sign out of your hunt group to stop receiving calls from it. You continue receiving calls placed directly to you.

Procedure

Step 1 Press **Hunt Group** to sign in.

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

View the Call Queue in a Hunt Group

You can use the queue statistics to check the status of the hunt group queue. The queue status display provides the following information:

- The phone number used by the hunt group
- Number of queued callers on each hunt group queue
- Longest waiting time

Procedure

- Step 1** Press **Queue Status**.
- Step 2** Press **Update** to refresh the statistics.
- Step 3** Press **Exit**.
-


Answer Calls Automatically

If your phone is set up to answer calls automatically, you don't do anything when your phone rings. After one ring, you're automatically connected to the call using the speakerphone.

If you prefer to use your headset to answer the call, set up your headset first.

If you automatically answer calls on your speakerphone and you change the call to the headset, your next incoming call automatically answers on the headset. If you automatically answer calls on your headset and you change the call to the speakerphone, your next incoming call automatically rings on the speakerphone. Automatic answer ensures that the call is answered; it does not change the location you used for the previous call.

Procedure

- Step 1** Connect your headset to your phone.
- Step 2** Make sure that the **Headset** button  lights up.
- Step 3** When your phone automatically answers the incoming call, talk to the caller using your headset. If you don't want to use your headset anymore, press the **Headset** button to turn it off, and use the handset or speakerphone instead.
-

Related Topics

[Headsets, on page 95](#)

Trace a Suspicious Call

If you receive unwanted or harassing calls, use malicious call identification (MCID) to alert your administrator. Your phone sends a silent notification message to your administrator with information about the call.

Procedure

Press **Report caller**.

Video Calls

Cisco IP Phones 8845, 8865, and 8865NR support video calls with a built-in video camera.

You can make an audio call into a video call by opening your camera shutter.

Related Topics

[Video Settings, on page 88](#)

Make a Video Call

Cisco IP Phones 8845, 8865, and 8865NR support video calls as long as the person you're calling also has a video phone. The ring on the outside of the camera controls the shutter.

Procedure

- Step 1** Turn the ring around the camera clockwise to open the shutter.
 - Step 2** (Optional) Press **Self-view** and move the camera up and down to improve the perspective.
 - Step 3** Make your call.
-

Stop Your Video

When you are on a video call, you can stop the camera from sending video. The ring on the outside of the camera controls the shutter. When you close the shutter, the person you're talking to won't see you anymore, but they'll still be able to hear you.

If you close the shutter, you will continue receiving video from the other party on the call.

If both people on a call close their camera shutters, the call becomes an audio call.

Procedure

- Step 1** Turn the shutter ring counterclockwise to close the camera shutter and stop sharing your video.
 - Step 2** Turn the shutter ring clockwise to open the video camera shutter and share your video again.
-

Toggle Between Phone and Video Display

If you need to see your phone's desktop while you're on a video call, you can easily switch between the video and the desktop. When you hide the video, it blurs and moves to the background.

Procedure

- Step 1** Press **Hide video** to hide the video.
 - Step 2** Press **Show video** to show the video.
-

Adjust the Picture-In-Picture Position

When you are on a video call, you can view your incoming and your outgoing video at the same time, which is known as Picture-in-Picture (PiP). Typically, the incoming video displays on the full screen and a small inset screen shows the video from your camera.

When PiP is on, you can move the inset picture to a different quadrant of the screen. You can also change the view so that your camera video displays on the full screen and the inset displays the incoming video.

Procedure

- Step 1** Press **PiP** to turn on PiP.
 - Step 2** Press **PiP** again to move the PiP window counter-clockwise around your phone screen. When the window returns to the default lower right position, PiP automatically turns off.
 - Step 3** (Optional) Press **Swap** to toggle between the full-screen view and the PiP view.
-

Video Calls and Security

Your administrator can take steps to protect your video calls from tampering by people outside your company. If you see the **Secure** icon displayed during a video call, your administrator has taken steps to ensure your privacy.

Related Topics

[Secure Calls](#), on page 43

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.

If you have a video phone, when you mute your audio, your camera continues to transmit video.

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. When you place a video call on hold, video transmission is blocked until you resume the call.

Procedure

Step 1 Press **Hold** .

Step 2 To resume a call from hold, press **Hold** again.

Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues:

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

Procedure

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

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

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

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

There are two ways you can park a call: call park and directed call park. You'll only have one type of call park available on your phone.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

A parked call occupies one line.

Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can park only one call at the call park number.

Before You Begin

Your call must be active.

Procedure

-
- Step 1** Press **Park**, and then hang up.
Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press **Resume** to resume the call on your phone.
- Step 2** (Optional) Communicate the parked number to the person who needs to answer the call.
-

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before You Begin

You need the number that was used to park the call.

Procedure

Enter the number where the call is parked to retrieve the call.

Place a Call on Hold with Assisted Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using assisted directed call park, you use a button to park an active call. Your administrator sets up the button as a speed-dial line. With this type of directed call, you can use line status indicators to monitor the status of the line (in-use or idle).

Procedure

Press **BLF Directed Call Park** on a line that displays an idle line status indicator for an assisted directed call park.

Retrieve a Call on Hold with Assisted Directed Call Park


Procedure

Press **BLF Directed Call Park**.

Place a Call on Hold with Manual Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using manual directed call park, you transfer an active call to a directed call park number, which your administrator sets up.

Procedure

-
- Step 1** Press **Transfer** .
 - Step 2** Enter the directed call park number.
 - Step 3** Press **Transfer** again to park the call.
-

Retrieve a Call on Hold with Manual Directed Call Park

You can pick up a call that was parked to a dedicated call park number.

Before You Begin

You need the directed call park number and the park retrieval prefix.

Procedure


- Step 1** Dial the park retrieval prefix.
- Step 2** Dial the directed call park number.
-

Forward Calls

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

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.

When a line is forwarded, you see the Forward all  icon with the line.

Procedure

- Step 1** When the line to be forwarded is inactive, press **Fwd All**.
- Step 2** Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.
-

Related Topics


[Self Care Portal](#), on page 12

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This way, you can 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.
- Step 3** (Optional) Wait until you hear the line ring or until the other person answers the call.
- Step 4** 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. If you have multiple phone lines, you can join two calls across two lines.


When you add more than one person to a conference call, wait a few seconds between adding participants.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Another Person to a Call

When you add more than one person to a call, wait a few seconds between adding participants.

Procedure

- Step 1** From an active call, press **Conference** .
- Step 2** Add the other person to the call by doing one of the following:
- Press **Active** calls and select a held call.
 - Enter the phone number and press **Call**.
- Step 3** Press **Conference**.
-

Swap Between Calls Before You Complete a Conference

You can talk to a person before you add them to a conference. You can also swap between the conference call and the call with the other person.

Procedure

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

Wait until the call is connected.

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

View and Remove Conference Participants

If you create a conference, you can view the details of the last 16 participants who join the conference. You can also remove participants.

Procedure

- Step 1** While you are in a conference, press **Show Details** to view a list of participants.
- Step 2** (Optional) Highlight a participant and press **Remove** to drop the participant from the conference.
-

Scheduled Conference Calls (Meet Me)

You can host or join a conference call at a scheduled time.

The conference call does not start until the host dials in, and it ends when all participants hang up. The conference does not automatically end when the host hangs up.

Host a Meet-Me Conference

Before You Begin

Get a meet-me phone number from your administrator, and distribute the number to the conference participants.

Procedure

- Step 1** Lift the handset to get a dial tone and press **Meet Me**.
- Step 2** Dial the meet-me phone number.
-

Join a Meet-Me Conference

You cannot join a meet-me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. Hang up and try your call again.

Procedure

Dial the meet-me phone number that the conference host provides.

Intercom Calls

You can use an intercom line to place and receive one-way calls.

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

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

Make an Intercom Call

When you place an intercom call, your phone enters whisper mode until the recipient accepts the intercom call. In whisper mode, the other person can hear you, but you can't hear them. If you are on an active call, that call is placed on hold.

Procedure

- Step 1** Press **Intercom**.
 - Step 2** (Optional) Enter the intercom code.
 - Step 3** Listen for the intercom alert tone, and then begin speaking.
 - Step 4** Press **Intercom** to end the call.
-

Answer an Intercom Call

You can answer an intercom call to talk to the other person.

Before You Begin

You receive a message on your phone screen, and an audible alert. Your phone answers the intercom call in whisper mode.

Procedure

- Step 1** Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.
 - Step 2** Press **Intercom** to end the call.
-

Supervise and Record Calls

You can supervise and record a call. But you must have a minimum of three people on a line: the person calling, the chaperone, and the person called.

The chaperone answers a call, creates a conference call, and monitors and records the conversation.


The chaperone performs the following tasks:

- Records the call.
- Conferences in the first participant only. Other participants add people as needed.
- Ends the call.

The conference ends when the chaperone hangs up the call.

Set Up a Supervised Call

Procedure

- Step 1** Answer an incoming call.
Record is displayed if the system determines that the call must be chaperoned and recorded.
- Step 2** Press **Conference**  to create a conference call.
- Step 3** Enter the phone number for the supervisor and press **Call**.
- Step 4** Press **Conference** when the supervisor answers.
- Step 5** Press **End Call** to end the call.
-

Record a Call

You can record a call. You might hear a notification tone as you record the call.

Procedure

Press **Record** to start or stop recording.

Prioritized Calls

In your job, you might need to handle urgent or critical situations with your phone. You can identify calls as very important; these have a higher priority than normal calls. The priorities range from level 1 (low) to level 5 (high). This system of priorities is called multilevel precedence and preemption (MLPP).

Your administrator sets up the priorities that you can use and determines whether you need special sign-in information.






When a high-priority call rings on your phone, you see the priority level on the phone screen and the call appears at the top of the call list. If you are on a call when a high-priority call comes to your phone, the high-priority call preempts the current call and you hear a special preemption ringtone. You should hang up from your current call to answer the high-priority call.

If you have turned on do not disturb (DND), a priority call will still ring your phone with a special ringtone.

When you are on a high-priority call, the priority of the call does not change when you:

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Use call pickup to answer the call.

Table 11: Multilevel Precedence and Preemption Priority Levels

| MLPP icon | Priority Level |
|---|--|
|  | Level 1—Priority call |
|  | Level 2—Medium priority (Immediate) call |
|  | Level 3—High priority (Flash) call |
|  | Level 4—Flash Override |
|  | Level 5—Executive Override |

Make a Priority Call

To make a priority call, you might need to sign in with your special credentials. You have three chances to enter these credentials, and you're notified if you've entered them incorrectly.

Procedure

-
- Step 1** Pick up the handset.
 - Step 2** Press **PrecLevel**.
 - Step 3** Select a priority level for the call.
 - Step 4** (Optional) Enter your credentials on the authorization screen.
 - Step 5** Enter the destination number.

You see the precedence level icon on the phone screen and you hear the precedence ringback tone.

Answer a Priority Call

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


Procedure

Press the flashing amber session button when you hear the special ringtone for a precedence call.

Answer a Priority Call While on Another Call

If you hear a continuous tone that interrupts your call, you or your coworker are receiving a priority call. Hang up immediately and let the higher priority call go to the intended person.

Procedure

Press **Release**  or hang up the handset.
Your call ends, and the higher priority call rings on the appropriate phone.

Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

View All Calls on Your Phone

You can view a list of all your active calls—from all your phone lines—sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

You can also display your active calls on your primary line, which is useful if you want all your calls displayed on a single screen.

Procedure

Press **All Calls** or the session button for your primary line.

View Important Calls

You can view a list of all Alert Calls in chronological order (oldest to most recent). An Alert Call is a phone number that you consider important. You want to be alerted when you receive a call from or make a call to this number.

Procedure

Press **Alert call**.


Display Call Notifications on Select Lines with Line Filters

You can configure your phone so you are alerted when somebody calls a high priority phone number or line. For example, a senior executive's phone line or a customer help line. This tool is useful if you work with multiple phone lines and a high number of calls.

Depending upon how your administrator has configured your phone, you may be able to use a line filter during specific times of the day also.

Create a Line Filter

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings > Call notifications > Add new filter**.
The maximum number of custom filters is 20. If you have already created the maximum number of custom filters, delete a filter before continuing with this procedure.
- Step 3** Press **Select** to make the text editable.
- Step 4** Accept the default name for the new filter, or enter a new one.
- Step 5** Select the lines to add to the new filter.
All available lines are displayed in the list. If you require a line that is not in the list, contact your administrator.
- Step 6** Click **Apply**.
- Step 7** To view the filter, press **Back**.
-

Use a Line Filter

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Call notifications**.
- Step 3** Highlight the filter to apply and press **Select**.
-

Change a Line Filter

You can change the line filters that you control. Your administrator controls the All Calls filter and the Daily schedule filter.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Call notification**.
- Step 3** Highlight a filter and Press **Edit** to change an existing filter.
-

Shared Lines

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you may be responsible for screening calls for the person you support.

When you share a phone number, you can use that phone line just like any other line. Be aware of these special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.
- If you put a call on hold, your line button is solid green and the session button pulses green. But your coworker's line button is solid red and the session button pulses red.

Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If you try to add yourself to a call on a shared line and see a message that you cannot be added, try again.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

Procedure

Step 1 Press the line button for the shared line or select the line and press **Barge**.

Note You need to press **Calls** to add yourself to a call on a shared line.

Step 2 (Optional) If you see a confirmation message, press **Yes** to add yourself to the call.

Get Notified Before You Join a Call on a Shared Line

You can set up your phone to alert you when you barge in to a call. By default, the alert prompt is turned Off.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Settings** > **Barge Alert**.

Step 3 Click **On** to enable the alert.

Enable Privacy on a Shared Line

Privacy prevents others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and privacy is enabled, others cannot view any of your shared lines.

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

Visual confirmation is displayed on your phone screen for as long as the feature is enabled.

Procedure

Step 1 Press **Privacy** to enable the feature.

Step 2 Press **Privacy** again to turn off the feature.

Mobile Devices and Your Desk Phone

If you have a mobile device (phone or a tablet), you can connect the mobile device to your desk phone. This connection allows you to make and answer phone calls on either the mobile device or the desk phone.

Cisco IP Phone 8851 and 8861 support this feature.

Do not pair two or more Cisco IP Phone 8800 Series desk phones.

Phone Calls with Intelligent Proximity

When you use Bluetooth, you can pair your mobile device (phone or tablet) to your desk phone. After you pair and connect the mobile device, your phone displays an additional phone line, which is your mobile line (your mobile phone number). You can place and receive calls on this mobile line from your desk phone. This ability to use the mobile line on your desk phone is called Intelligent Proximity.

Pair a Mobile Device with Your Desk Phone

After you pair your mobile device to your desk phone, the phone connects to the mobile device when the device is in range. It disconnects from the mobile device when the device is out of range.


If you have both a Bluetooth headset and a mobile device connected, you cannot use the Bluetooth headset to answer the audio from the mobile device.

After the mobile device and phone are connected, you can save your mobile contacts and call history on your desk phone.

Before You Begin

Make sure that your mobile device has Bluetooth turned on and that it is discoverable. Check the documentation included with your mobile device if you need help.

Procedure

-
- Step 1** On your desk phone, press **Applications** .
 - Step 2** Select **Bluetooth > Add Bluetooth device**.
 - Step 3** Select the mobile device from the available devices list to pair.
 - Step 4** Verify the passkey on the mobile device.
 - Step 5** Verify the passkey on the desk phone.
 - Step 6** (Optional) Choose to make your mobile device contacts and call history available on your desk phone.
-

Related Topics

[Bluetooth and Your Phone](#), on page 20

[The Cisco IP Phone 8800 Series](#), on page 1

Switch Connected Mobile Devices

If you have more than one paired mobile device in range of your Cisco IP Phone, you can choose which mobile device to connect.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select a mobile device from the available devices list.
-

Delete a Mobile Device

You can delete a mobile device, so that it does not automatically connect using Bluetooth.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select the mobile device in the available devices list.
- Step 4** Select **Delete**.
-

View Your Paired Bluetooth Devices

A paired mobile device displays in the list of paired devices. You'll see this device listed until you unpair it from the desk phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
-

Intelligent Proximity for Mobile Phones

You can share your mobile contacts and call history with the desk phone, and move calls between your mobile phone and desk phone. You can also view signal strength and battery level of the mobile device on the desk phone.

Handle an Incoming Mobile Call

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

When a call rings on your mobile phone, do one of these actions on your desk phone:

- Press **Answer** to answer the call.
- Press **Decline** to decline the call and send it to your voicemail.
- Press **Ignore** to silence the ringer and decline the call.

Make a Mobile Call

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

-
- Step 1** Select a mobile line on your desk phone.
 - Step 2** Enter a phone number.
 - Step 3** Press **Call**.
-

Move a Call Between the Desk Phone and a Mobile Device

You can use your desk phone to move an active call to or from your mobile device.

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

Press **Move audio** to move a call from your desk phone to your mobile device or in the opposite direction.

Adjust the Mobile Device Volume


Volume controls on your phone and mobile device are synchronized. Synchronization only occurs when there is an active call.

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

Perform one of these options:

- Press **Volume**  on your desk phone. Press the + to increase the volume or - to decrease the volume.
- Press the **Volume** button on your mobile device.


View Your Mobile Contacts on Your Desk Phone

Use your desk phone to view the contacts list on your mobile phone. This is a convenient way to view a contact without accessing your mobile phone.

Before You Begin

Before you can use your mobile device with your desk phone, use Bluetooth to pair the two phones. Select the option to share the mobile contacts.

Procedure

-
- Step 1** On the desk phone, press **Contacts** .
- Step 2** Select your mobile phone from the list.
-


Save Contacts from Your Mobile Device on Your Desk Phone

You can save the contact list from your mobile device to your desk phone. This mobile contact list remains on your desk phone, even if you disconnect or unpair your mobile device.

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

-
- Step 1** Press **Contacts** .
- Step 2** Select your mobile phone.
-


Delete Contacts in Your Mobile Device Contact List

You can remove your mobile contacts list from your desk phone. The contacts list on your mobile phone remains intact.

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Select your mobile phone.
 - Step 3** Check **Delete**.
-

View Your Mobile Call History on Your Desk Phone

You can view on your desk phone the recent calls placed or received from your mobile phone.

Before You Begin

Before you can see the mobile call history on your desk phone, use Bluetooth to pair the mobile phone with your desk phone. Select the option to share your mobile call history with your desk phone.

Procedure

On the desk phone, press **New Call**.

Intelligent Proximity for Tablets

If you have a tablet, you can use Bluetooth to pair the tablet to your desk phone. After pairing, audio from a phone app on the tablet can be played on the desk phone. You can't use as many calling features on your tablet as you can with a mobile phone.

The desk phone supports connections from Android and iOS tablets.

Move the Audio from Your Tablet to Your Desk Phone

Before You Begin

Your tablet is paired to your desk phone and you receive a call on the tablet.

Procedure

- Step 1** On the tablet, set the audio path to use Bluetooth.
 - Step 2** Use the headset, handset, or speakerphone to listen to the audio on the phone.
-

Move the Audio from Your Desk Phone to Your Tablet

Before You Begin

Your tablet is paired to your desk phone and you are on a call on the tablet with the audio on the desk phone.

Procedure

Do one of the following actions:

- Hang up the handset.
- Press **Release**.
- Answer another call on the desk phone.

Phone Calls with Mobile Connect

You can use your mobile phone to handle calls that are associated with your desk phone number. This service is called Mobile Connect.

You associate your mobile phone with your desk phone in the Self Care portal, as an additional phone. You can control which calls are sent to your mobile phone.

When you enable additional phones:

- Your desk phone and your additional phones receive calls simultaneously.
- When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.
- When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.
- You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a `Remote In Use` message.

Related Topics

[Self Care Portal](#), on page 12

Enable Mobile Connect

Procedure

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

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

Move a Call from Your Desk Phone to Your Mobile Phone

You can move a call from your desk phone to your mobile phone. The call is still connected to the line on your desk phone, so you cannot use that line for other calls. The line remains in use until the call ends.

Before You Begin

You need to enable Mobile Connect on your desk phone.

Procedure

- Step 1** Press **Mobility**.
 - Step 2** Press **Select** to send a call to your mobile phone.
 - Step 3** Answer the active call on your mobile phone.
-

Move a Call from Your Mobile Phone to Your Desk Phone

You can move a call from your mobile phone to your desk phone. The call is still connected to your mobile phone.

Before You Begin

You need to enable Mobile Connect on your 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 the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.
-

Transfer a Call from Your Mobile Phone to Your Desk Phone

You can transfer a call from your mobile phone to your desk phone.

Before You Begin

You need to enable Mobile Connect on your desk phone.

Get the access code from your administrator.

Procedure

- Step 1** On the mobile phone, enter the access code for the hand-off feature.
 - 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.
-



Contacts


- [Corporate Directory, page 71](#)
- [Personal Directory, page 71](#)
- [Cisco Web Dialer, page 76](#)

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.

Dial a Contact in the Corporate Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Select **Corporate Directory**.
 - Step 3** Select a search criteria.
 - Step 4** Enter your search criteria and press **Submit**.
 - Step 5** Select the contact and press **Dial**.
-

Personal Directory

Use the personal directory to store the contact information for friends, family, or coworkers. You can add your own contacts to the personal directory. You can add special speed-dial codes for people who you often call.

You can set up your personal directory from your phone or from the Self Care portal. Use your phone to assign speed-dial codes to the directory entries.

Related Topics


[Self Care Portal](#), on page 12

Sign In and Out of a Personal Directory

Before You Begin


Before you can sign in to your personal directory, you need your user ID and PIN. Contact your administrator if you don't know this information.

Procedure

- Step 1** Press **Contacts** .
- Step 2** Select **Personal directory**.
- Step 3** Enter your user ID and PIN, and press **Submit**.
- Step 4** To sign out, select **Log out**, press **Select**, and then press **OK**.
-


Add a New Contact to Your Personal Directory

Procedure

- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Address Book** and press **Submit**.
- Step 4** Press **New**.
- Step 5** Enter first name, last name, and optionally a nickname.
- Step 6** Press **Phones**, enter the phone number along with any required access codes, and then press **Submit**.
-


Search for a Contact in Your Personal Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select **Personal Address Book**.
 - Step 4** Select a search criteria.
 - Step 5** Enter your search criteria and press **Submit**.
-

Call a Contact in Your Personal Directory


Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select your **Personal directory** and search for an entry.
 - Step 4** Select the personal address book entry that you want to dial.
 - Step 5** Select the required fast-dial code and press **Call**.
-

Assign a Fast-Dial Code to a Contact

A fast-dial code makes it easier to call a contact.

Procedure


- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Address Book**.
- Step 4** Select a search criteria.
- Step 5** Enter the search criteria information and press **Submit**.
- Step 6** Select the contact.
- Step 7** Press **FastDial**.
- Step 8** Select a number and press **Select**.
- Step 9** Scroll to an unassigned fast-dial index and press **Submit**.
-

Related Topics

[Make a Call With a Fast-Dial Button, on page 41](#)


Call a Contact with a Fast-Dial Code

Procedure

- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Fast Dials** and scroll to a fast-dial code.
- Step 4** Select the required fast-dial code and press **Call**.
-


Edit a Contact in Your Personal Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to your Personal directory.
 - Step 3** Select **Personal address book** and search for an entry.
 - Step 4** Press **Select**, then **Edit**.
 - Step 5** Modify the entry information.
 - Step 6** Press **Phones** to modify a phone number.
 - Step 7** Press **Update**.
-


Remove a Contact from Your Personal Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select **Personal Address Book** and search for an entry.
 - Step 4** Press **Select**, then **Edit**, then **Delete**.
 - Step 5** Press **OK** to confirm the deletion.
-

Delete a Fast-Dial Code

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select **Personal Fast Dials** and search for a fast-dial code.
 - Step 4** Select the required code and press **Remove**.
 - Step 5** Select the index and press **Remove**.
-

Cisco Web Dialer

You can use Cisco Web Dialer, a web browser, and your Cisco IP phone to make calls from web and desktop applications. Use your web browser and go to a website or your company directory, and then click a hyperlinked phone number to begin your call.

You need a user ID and password to make a call. Your administrator can give you this information. First-time users have to configure their preferences before a call.

For more information, see the “Cisco Web Dialer” document in <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html>



Recent Calls

- [Recent Calls List, page 77](#)
- [View Your Recent Calls, page 77](#)
- [Return a Recent Call, page 78](#)
- [Clear the Recent Calls List, page 78](#)
- [Delete a Call Record , page 78](#)

Recent Calls List

Use the Recents list to see the 150 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.

Calls in the Recents list are grouped if they are to and from the same number and are consecutive. Missed calls from the same number also get grouped.

View Your Recent Calls

Check to see who's called you recently.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.
- Step 3** If you have more than one line, select a line to view.
If two lines on your phone are configured for the same number, only the line that receives the call shows the call details in the call history.
-

Return a Recent Call

You can easily call someone who has called you.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Recents**.
 - Step 3** (Optional) Select **All lines** or the required line.
 - Step 4** Select the number that you want to dial.
 - Step 5** (Optional) Press **EditDial** to edit the number.
 - Step 6** Press **Call**.
-

Clear the Recent Calls List

You can clear the Recents list on your phone.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Recents**.
 - Step 3** (Optional) Select **All Lines** or the required line.
 - Step 4** Press **Clear**.
 - Step 5** Press **Delete**.
-

Delete a Call Record

You can edit Recents to remove a single call from your history. This helps preserve important contact information because Recents holds only 150 calls.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** (Optional) Select **All Lines** or the required line.
- Step 4** Highlight the individual record or call group that you want to delete.
- Step 5** Press **Delete**.
- Step 6** Press **Delete** again to confirm.
-



Voicemail

- [Your Voicemail Account, page 81](#)
- [Check for New Voice Messages, page 81](#)
- [Access Voicemail, page 82](#)
- [Visual Voicemail, page 82](#)

Your Voicemail Account

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

The **Messages** button on your phone acts as a speed dial into the voicemail system.

The voicemail system is not part of the phone. The voicemail system is a separate system that the phone and the call server communicate with to give you voicemail capability.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Typically, your voicemail system has a phone number that you can dial directly and then follow the prompts to log into your voice mailbox. 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.

Check for New Voice Messages

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

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


You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Related Topics

[Self Care Portal](#), on page 12

Access Voicemail

Procedure

- Step 1** If you have more than line, press the appropriate line key.
- Step 2** Press **Messages** .
- Step 3** Follow the voice prompts.
-

Visual Voicemail

Visual Voicemail is an alternative to audio voicemail that might be available to you, depending on your voicemail system. You use the screen on your phone to work with your messages, rather than respond to audio prompts. You can view a list of your messages and play your messages. You can also compose, reply to, forward, and delete messages.

Depending upon your voicemail system, you may be able to access your audio voicemail by selecting Audio inbox. Use this feature if you occasionally work with audio prompts, but you have the visual prompts set up as your default.

For more information, see *Quick Start Guide for Visual Voicemail for Unity Connection* at <http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-user-guide-list.html>.

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.
-



CHAPTER

6

Applications

- [Available Applications](#), page 83
- [View Active Applications](#), page 83
- [Switch to Active Applications](#), page 84
- [Close Active Applications](#), page 84


Available Applications

Cisco phones don't include these applications by default. But your company might have added applications such as the weather, stock information, company news, to-do lists, or similar information and services.

View Active Applications


You can easily see what applications you already have open.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Running applications**.
 - Step 3** Press **Exit**.
-


Switch to Active Applications

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Running applications**.
 - Step 3** Select a running application and press **Switch to** to open and use the selected application.
 - Step 4** Press **Exit**.
-

Close Active Applications

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Running applications**.
 - Step 3** Select a running application and press **Close app** to close the application.
 - Step 4** Press **Close**, then press **Exit**.
-




Settings

- [Change the Wallpaper, page 85](#)
- [Change the Ringtone, page 86](#)
- [Adjust the Screen Brightness, page 86](#)
- [Adjust the Contrast, page 86](#)
- [Change the Font Size, page 87](#)
- [Change the Phone Name, page 87](#)
- [Adjust the Headset Feedback, page 88](#)
- [Video Settings, page 88](#)
- [Adjust the Volume During a Call, page 90](#)
- [Adjust the Phone Ringer Volume, page 90](#)
- [Enable Voice Feedback from Accessibility, page 90](#)
- [Adjust Voice Speed, page 91](#)
- [Phone Display Language, page 91](#)

Change the Wallpaper

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

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Wallpaper**.
- Step 3** Select a wallpaper option and perform any of the steps:
- Press **Preview** to see the wallpaper on your phone screen.


- Press **Set** to apply the wallpaper to the phone.
- Press **Delete** to delete the wallpaper from the list.

Step 4 Press **Exit**.

Change the Ringtone

You can change the sound that your phone uses for incoming calls.


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Ringtone**.
- Step 3** Select a line.
- Step 4** Scroll through the list of ringtones and press **Play** to hear a sample.
- Step 5** Press **Set** to use the ringtone.
-

Adjust the Screen Brightness


You can change the brightness of the phone screen to make it easier to read.

Procedure


- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Brightness**.
- Step 3** Press the Navigation cluster left to decrease, or right to increase, the brightness.
- Step 4** Press **Save**.
-

Adjust the Contrast

You can change the contrast of your Cisco IP Phone 8811 to make the screen easier to read.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Settings > Contrast**.
 - Step 3** Select **Contrast**.
 - Step 4** Press the Navigation cluster left to decrease, or right to increase the contrast.
 - Step 5** Press **Save** to set the contrast.
-


Change the Font Size

You can change the font size on your phone to make the screen easier to read. However, if you increase the font size, some messages might be truncated.

The font size affects the following labels:

- call screen (caller name and feature key labels)
- caller name in Recents
- line labels on the phone screen


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Settings > Font Size**.
 - Step 3** Select a font size and press **Set**.
 - Step 4** Press **Exit** to return to the **Applications** window.
-

Change the Phone Name

You can change the name of the phone from the default name. Your mobile device displays this name when you pair your mobile device with your desk phone.

Procedure


- Step 1** Press **Applications** .
 - Step 2** Select **Settings** > **Phone name**.
 - Step 3** Use the keypad to enter a name.
 - Step 4** Press **Apply**.
 - Step 5** Press **Exit**.
-

Adjust the Headset Feedback

When you use a headset, you can hear your own voice in the earpiece, which is called headset sidetone or headset feedback. You can control the amount of headset sidetone on your phone.

Headsets connect to your phone with either the USB or the auxiliary port. Depending upon your model of headset, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Settings** > **Headset sidetone**.
 - Step 3** Select a setting.
 - Step 4** Wait one minute and then reboot the phone.
-


Video Settings

If you have a video phone, you have settings to control the video.

Adjust the Video Brightness

If the lighting in your office makes it hard to see the video, you can adjust the brightness.

Procedure


- Step 1** Turn the ring around the camera clockwise to open the shutter.
 - Step 2** Press **Applications** .
 - Step 3** Select **Settings > Video > Exposure**.
 - Step 4** Press the Navigation cluster left to decrease, or right to increase, the brightness.
 - Step 5** Press **Save**.
-

Adjust the Video Bandwidth

During a video call, your video can suddenly stop or lag behind the audio. The lag is often caused by a busy network.

By default, your phone automatically selects a bandwidth setting that balances the audio and video network requirements. If you frequently see a video lag, you can select a fixed bandwidth. We suggest that you start at the lowest setting, and only increase the setting if the video lag continues.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Settings > Video > Bandwidth**.
 - Step 3** Select a bandwidth setting.
 - Step 4** Press **Save** to set the bandwidth.
-

View Video Calls on Your Computer

You can view the video part of a call on your computer instead of the phone screen. The audio part of the call remains on your phone.

Before You Begin

Connect the computer to the PC port of your phone with an Ethernet cable, and login to Cisco Jabber for Windows or Cisco Jabber for Mac. The phone must be connected to the first network interface card (NIC1) in the computer.



Note The phone PC port is disabled when Wi-Fi is enabled on your phone.

You need the latest version of Cisco Media Services Interface (MSI) and one of the following products:


- Cisco Jabber for Windows 9.7(5) or later

- Cisco Jabber for Mac 10.8.1 or later

Contact your administrator if you do not have the latest version of Cisco Jabber or MSI. For a list of hardware and software requirements, see:

- Cisco Jabber for Windows release notes at <http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html>.
- Cisco Jabber for Mac release notes at <http://www.cisco.com/c/en/us/support/unified-communications/jabber-mac/products-release-notes-list.html>


Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Video**.
- Step 3** Select **Video through computer**.
- Step 4** Select **On** to enable the video.
-

Adjust the Volume During a Call

If the sound in your handset, headset, or speakerphone is too loud or too soft, you can change the volume while you are listening to the other person. When you change the volume during a call, the change only affects the speaker you're using at the time. For example, if you adjust the volume while you're using a headset, the handset volume doesn't change.


Procedure

Press **Volume**  right or left to adjust the volume while you are on a call.

Adjust the Phone Ringer Volume

If your phone ringer is too loud or too soft when you get an incoming call, you can change the ringer volume. Changes to the ringer volume do not affect the call volume you hear when you are on a call.

Procedure


Press **Volume**  right or left to adjust the ringer volume when the phone rings.

Enable Voice Feedback from Accessibility

You can enable or disable the Voice Feedback feature by pushing the Select button on the Navigation ring three times. But you can also access this feature from the Accessibility setting on your phone.

With Voice Feedback enabled, you press your Softkey buttons twice to use or configure a feature.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessibility > Voice Feedback**.
 - Step 3** Select **On** to enable the feature.
 - Step 4** Select **Exit** twice to save your settings and return to Applications.
-


Related Topics

[Voice Feedback](#), on page 27

Adjust Voice Speed

You can customize the speed of Voice Feedback if it reads too quickly or too slowly. Voice Feedback must be enabled before you can select a Voice Speed.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessibility > Voice Speed**.
 - Step 3** Press the Navigation cluster up and down to navigate. Press **Select** to choose a speed.
 - Step 4** Select **Save** twice to save your settings and return to Accessibility.
 - Step 5** Select **Exit** twice to return to Applications.
-

Related Topics

[Voice Feedback](#), on page 27

Phone Display Language

Your phone can display text in many languages. Your administrator sets the language the phone uses. If you want the language changed, contact your administrator.




Accessories

- [Supported Accessories, page 93](#)
- [View the Accessories Associated with Your Phone, page 95](#)
- [Headsets, page 95](#)
- [Cisco IP Phone 8800 Key Expansion Module, page 105](#)

Supported Accessories

You can use your phone with different types of accessories, such as headsets, microphones, and speakers. This table shows you which ones you can use with your particular phone.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone won't display any additional features.

Table 12: Accessory Support for the Cisco IP Phone 8800 Series


| Accessory | Type | Cisco IP Phone | | | | | | | |
|--|---------------|----------------|------|------|------|--------|------|------|--------|
| | | 8811 | 8841 | 8845 | 8851 | 8851NR | 8861 | 8865 | 8865NR |
| Cisco Accessories | | | | | | | | | |
| Cisco IP Phone 8800 Key Expansion Module | Add-on module | — | — | — | 2 | 2 | 3 | 3 | 3 |

| Accessory | Type | Cisco IP Phone | | | | | | | |
|---|-----------------|----------------|------|------|--|--------|--|------|--|
| | | 8811 | 8841 | 8845 | 8851 | 8851NR | 8861 | 8865 | 8865NR |
| Cisco IP Phone 8851/8861 Key Expansion Module | Add-on module | - | - | - | X | X | X | - | - |
| | | | | | Supports up to 2 expansion modules of the same type. | | Supports up to 3 expansion modules of the same type. | | |
| Cisco IP Phone 8865 Key Expansion Module | Add-on module | - | - | - | - | - | - | X | X |
| | | | | | | | | | Supports up to 3 expansion modules of the same type. |
| Wall Mount Kit | | X | X | X | X | X | X | X | X |
| Cable Lock | | X | X | X | X | X | X | X | X |
| Footstand | | X | X | X | X | X | X | X | X |
| Cisco Headset 531 and Cisco Headset 532 | Standard | X | X | X | X | X | X | X | X |
| | USB Adapter | - | - | - | X | X | X | X | X |
| Third-Party Accessories | | | | | | | | | |
| Headset | Analog | X | X | X | X | X | X | X | X |
| | Analog Wideband | X | X | X | X | X | X | X | X |
| | Bluetooth | — | — | X | X | — | X | X | — |
| | USB | — | — | — | X | X | X | X | X |
| Microphone | External PC | — | — | — | — | — | X | X | X |
| Speakers | External PC | — | — | — | — | — | X | X | X |

View the Accessories Associated with Your Phone

You can use headset jack, Bluetooth, or USB port to connect external hardware to your phone. The accessory list, by default, contains an analog headset that can be set up to enable wideband

Procedure

- Step 1** Press **Applications** .
- Step 2** Select one of the following options:
- **Accessories**
 - **Bluetooth**
- Step 3** (Optional) Select an accessory and press **Show detail**.
- Step 4** Press **Exit**.
-

Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

Important Headset Safety Information



Caution

If you use a headset at loud volumes for long periods of time, you may experience temporary or permanent hearing loss.

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.


Cisco Headset 500 Series

The Cisco Headset 531 and Cisco Headset 532 are two headsets developed for Cisco IP Phones and devices. The 531 headset features a single earpiece, and offers lightweight comfort. The 532 headset features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 531 and 532 can be used as standard headsets on the phones. You plug the headset into the headset port using the RJ connector.

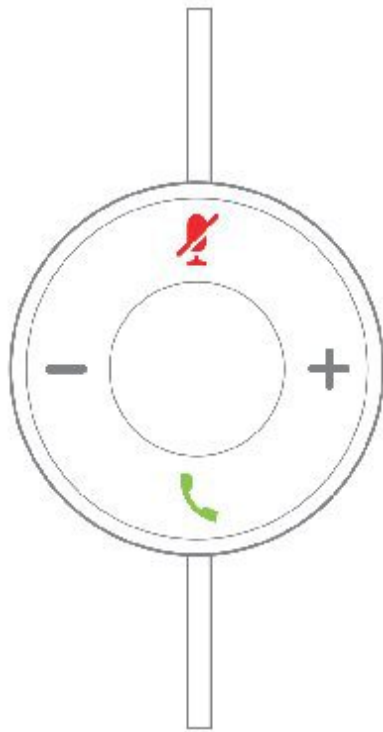
The Cisco Headset USB Adapter is available for use with the Cisco Headset 531 and 532. With the adapter, you can test your headset, and customize your bass and treble, gain or microphone volume, and sidetone or feedback settings. The adapter also retains your settings if you switch between phones.

The adapter makes it easy to use basic and advanced call features. With a single tap of the headset  button, you can answer an incoming call. A quick double tap, and an incoming call is sent to your voicemail account. To make a call, tap once and enter the phone number using your phone keypad. Another single tap and your active call is placed on hold. Press  and hold for 2 seconds, and your call is ended.

The Cisco USB adapter is supported on Cisco IP Phone 8851, 8851NR, 8861, 8865, and 8865NR. To check your phone model, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

The Cisco Headset 531 and Cisco Headset 532 require Firmware Release 12.1(1) and higher. Upgrade your phones to the latest firmware before using these headsets.

Figure 7: Cisco Headset USB Adapter



Related Topics

[Connect a Standard Headset, on page 101](#)

[Connect a USB Headset, on page 102](#)

[Adjust Your Bass and Treble, on page 97](#)


[Adjust Your Speaker Feedback, on page 97](#)

[Test Your Microphone](#) , on page 98
[Adjust Your Microphone Volume](#), on page 97

Adjust Your Bass and Treble

Customize your headset by adjusting the bass and treble. If you like a headset with a lot of bass, then adjust toward the warm setting. If you prefer more treble, then adjust toward the bright setting.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories**.
 - Step 3** Navigate **Setup > Speaker > Tuning**.
 - Step 4** Press the Navigation cluster left, or right, to adjust the tuning.
-

Adjust Your Speaker Feedback

Feedback, also called sidetone, is the term for hearing your own voice in your headset. Some people find it distracting to hear their own voice during a call, while other people want to know that their headset is working.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories**.
 - Step 3** Navigate **Setup > Speaker > Sidetone**.
 - Step 4** Press the Navigation cluster left or right to adjust the sidetone.
 - Step 5** Select **Set** to apply your settings.
-

Adjust Your Microphone Volume

Microphone volume is also known as gain, and this setting is used when you are on a call with a variety of loud and soft voices. This setting equalizes the voices heard in your earpiece by making loud voices softer, and quiet voices louder.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories**.
 - Step 3** Navigate **Setup > Microphone > Gain**.
 - Step 4** Press the Navigation cluster, left or right, to adjust the gain.
-

Test Your Microphone

Check your microphone when you first install it, and before you begin a call.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Accessories**.
 - Step 3** Navigate to **Setup > Microphone > Test**.
 - Step 4** Press **Record** and speak into the microphone.
 - Step 5** Press **Stop rec** when you finish speaking.
 - Step 6** Press **Play** to review your test recording.
-

Third Party Headsets

Cisco Systems performs internal testing of third-party headsets for use with Cisco IP Phones. But Cisco does not certify or support products from headset or handset vendors.

Headsets connect to your phone using either the USB or the auxiliary port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

If you have a third party headset, and you apply a new sidetone setting, then wait one minute and reboot the phone so the setting is stored in flash.

The phone reduces some background noise that a headset microphone detects. You can use a noise canceling headset to further reduce the background noise and improve the overall audio quality.

If you are considering a third part headset, we recommend the use of good quality external devices; for example, headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of headsets and their proximity to other devices, such as mobile phones and two-way radios, some audio noise or echo may still occur. Either the remote party or both the remote party and the Cisco IP Phone user may hear an audible hum or buzz. A range of outside sources can cause humming or buzzing sounds; for example, electric lights, electric motors, or large PC monitors.

**Note**

Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

Environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed mean that no single headset solution is optimal for all environments.

We recommend that customers test headsets in the intended environment to determine performance before making a purchasing decision to deploy on a large scale.

You can use only one headset at a time. The most-recently connected headset is the active headset.

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 we cannot guarantee the performance of any headsets. However, various headsets from leading headset manufacturers are reported to perform well with Cisco IP Phones.

For additional information, see https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Wired Headsets

A wired headset works with all Cisco IP Phone features, including the Volume and Mute buttons. These buttons adjust the earpiece volume and mute the audio from the headset microphone.

When you install a wired headset, make sure you press the cable into the channel in the phone.

**Caution**

Failure to press the cable into the channel in the phone can lead to cable damage.

Bluetooth Wireless Headsets

Cisco IP Phone 8845, 8851, 8861 and 8865 support Bluetooth. For a list of supported third party headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.


Bluetooth enables low-bandwidth wireless connections within a range of 66 feet (20 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. Bluetooth wireless technology operates in the 2.4 GHz band, which is the same as the 802.11b/g band. Interference issues can occur. We recommend that you:

- Use 802.11a, 802.11n, or 802.11ac that operates in the 5 GHz band.
- Reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects.

The Cisco IP Phone uses a shared key authentication and encryption method to connect with headsets. The Cisco IP Phone can connect with up to 50 headsets, one at a time. The last connected headset is used as the default. Pairing is typically performed once for each headset.

After a device is paired, the Bluetooth connection is maintained as long as both devices (phone and headset) are enabled and within range of each other. The connection typically reestablishes itself automatically if either

of the devices powers down then powers up. However, some headsets require user action to reestablish the connection.

The Bluetooth icon  indicates that Bluetooth is on, whether a device is connected or not.

Potential interference issues can occur. We recommend that you reduce the proximity of other 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects. If possible, configure other 802.11 devices to use the 802.11a channels.

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

When headsets are more than 30 feet (10 meters) away from the Cisco IP Phone, Bluetooth drops the connection after a 15- to 20-second timeout. The paired headset reconnects when it comes back into range of the Cisco IP Phone. For certain phone types that operate in power-save modes, you can wake up the headset by tapping on the operational button.

Enable the headset before you add it as a phone accessory.

The phone supports various Handsfree Profile features that allow you to use devices such as Bluetooth wireless headsets for certain tasks. For example, instead of pressing Redial on the phone, you can redial a number from the Bluetooth wireless headset by following instructions from the headset manufacturer.

Cisco IP Phone 8811, 8841, 8851NR, and 8865NR do not support Bluetooth wireless headsets. These hands-free features apply to Bluetooth wireless headsets that are used with the Cisco IP Phone 8845, 8851, 8861 and 8865:

- Answer a call
- End a call
- Change the headset volume for a call
- Redial
- Caller ID
- Divert
- Hold and Accept
- Release and Accept

Hands-free devices have different feature activation methods. Device manufacturers may also use different terms when referring to the same feature.

**Important**

Only one headset type works at any given time. If you use both a Bluetooth headset and an analog headset that are attached to the phone, enabling the Bluetooth headset disables the analog headset. To enable the analog headset, disable the Bluetooth headset. Plugging a USB headset into a phone that has Bluetooth headset enabled disables both the Bluetooth and analog headset. If you unplug the USB headset, you can either enable the Bluetooth headset or disable the Bluetooth headset to use the analog headset.

For information about how to use your Bluetooth wireless headset, see:

- *Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861 User Guide for Cisco Unified Communications Manager*

- User Guides provided with your headset

Wireless Headsets

You can use most wireless headsets with your phone. For a list of supported wireless headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Refer to your wireless headset documentation for information about connecting the headset and using the features.

Standard Headsets

You can use a standard headset with your desk phone.

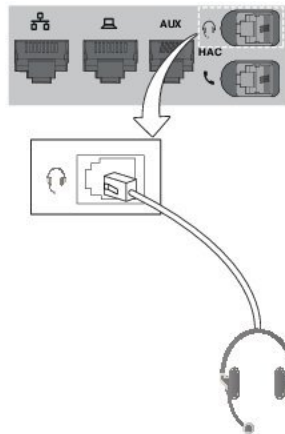
Connect a Standard Headset

Standard headsets plug into the back of the phone.

Procedure

Plug the headset into the jack on the back of the phone and press the cable into the cable channel.

Figure 8: Standard Headset Connection





Caution Failure to press the cable into the channel in the phone can damage the printed circuit board inside the phone. The cable channel reduces the strain on the connector and the printed circuit board.

Set Up a Wideband Standard Headset

You can use a headset that supports wideband audio. Wideband audio improves the quality of the sound you hear in the headset.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Accessories > Analog headset > Setup**.
- Step 3** Press **On** or **Off** to enable or disable wideband for the analog headset.
- Step 4** Press **Return** .
-

USB Headsets

You can use a USB headset for your calls if your phone has a USB port.

For a list of supported headsets, see [Unified Communications Endpoint and Client Accessories](#). USB headsets that are not listed may not function properly if you attach them to the USB port. For more information, see the documentation from your USB headset manufacturer.

Connect a USB Headset

When you use USB headsets with your phone, keep in mind:

- You can use only one headset at a time. The most-recently connected headset is the active headset.
- If you are on an active call and unplug a USB headset, the audio path does not change automatically. You need to press the **Speakerphone** button or pick up the handset.

Procedure

Plug the USB headset plug into the USB port on the phone.

Bluetooth Headsets

You can use a Bluetooth headset for your calls if your phone supports Bluetooth.

When you use Bluetooth headsets with your phone, keep in mind:

- If you have both a Bluetooth headset and a standard headset attached to the phone, only one type of headset works at any time. When you enable one headset, the other is automatically disabled.
- If you use a USB headset, both the Bluetooth and analog headset are disabled. If you unplug the USB headset, you need to enable the Bluetooth or standard headset.
- For optimum headset coverage, use your Bluetooth headset within 10 feet (3 meters) of the phone.
- Your phone supports the Bluetooth Handsfree Profile. If your Bluetooth headset supports these features, you can use your headset to:
 - Answer a call
 - End a call

- Change the headset volume for a call
- Redial a number
- View Caller ID
- Reject a call
- Divert a call
- Place a call on hold by answering an incoming call
- End a call by answering an incoming call

For more information, see the documentation from your Bluetooth headset manufacturer.


Related Topics

[Bluetooth and Your Phone](#), on page 20


[The Cisco IP Phone 8800 Series](#), on page 1

[View Your Paired Bluetooth Devices](#), on page 64

Turn Bluetooth On or Off


When Bluetooth is active, the Bluetooth icon  appears in the phone screen header.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth**.
 - Step 3** Press **On** or **Off**.
-

Add a Bluetooth Headset


Procedure

- Step 1** Make your Bluetooth headset discoverable.
 - Step 2** Press **Applications** .
 - Step 3** Select **Bluetooth > Add Bluetooth device**.
Your phone searches for discoverable accessories.
 - Step 4** Select your headset and press **Connect**.
 - Step 5** (Optional) If prompted, enter the PIN for your headset.
-

Disconnect a Bluetooth Headset

You should disconnect your Bluetooth headset before you use it with another device.


Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth**.
 - Step 3** Select a Bluetooth headset.
 - Step 4** Press **Disconnect**.
-

Remove a Bluetooth Headset

Remove your Bluetooth headset if you aren't going to use it with your phone again.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Bluetooth**.
 - Step 3** Select a Bluetooth headset and press **Delete**.
-

Wireless Headsets


You can use most wireless headsets with your phone. For a list of supported headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

Refer to your wireless headset documentation for information about connecting the headset and using its features.

Enable an E-Hookswitch Headset

Electronic Hookswitch headsets use a base station and a wireless headset. The base station plugs into your phone headset jack. After installing the headset, you enable it on the Cisco Unified Communications Manager.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Navigate to **Settings > E-Hookswitch connected**.
 - Step 3** Select **Yes**.
-

Swap Headsets While on a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at a time.

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect a USB headset, a Bluetooth, and an analog headset to the phone, you can make your USB headset the preferred audio device.
- When you connect a Bluetooth and an analog headset to the phone, you can make your Bluetooth device the preferred audio device. The Bluetooth headset takes priority over wired headset, so audio is sent or received from Bluetooth headset and there will be no audio on wired headset.
- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

Procedure

-
- Step 1** Before you make or answer a call, press **Headset**.
- Step 2** (Optional) If you place a call, dial the number.
-

Cisco IP Phone 8800 Key Expansion Module

A key expansion module allows you to add extra line appearances or programmable buttons to your phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons. Simplified dialing is not supported on the expansion modules.

There are 3 expansion modules available:

- Cisco IP Phone 8800 Key Expansion Module—Single LCD screen module, 18 line keys, 2 pages, configure with one or two column displays.
- Cisco IP Phone 8851/8861 Key Expansion Module—Dual LCD screen module for audio phones, 14 line keys, 2 pages, configure with one-column display only. If you are in Enhanced line mode, and you receive a call on a key expansion line, then a Call Alert displays on the phone, and the Caller ID displays on the expansion module line.
- Cisco IP Phone 8865 Key Expansion Module—Dual LCD screen module for video phones, 14 line keys, 2 pages, configure with one-column display only. If you are in Enhanced line mode, and you receive a call on a key expansion line, then a Call Alert displays on the phone, and the Caller ID displays on the expansion module line.

Cisco IP Phone 8851/8861 Key Expansion Module require firmware release 12.0(1) or later, and Cisco Unified Communications Manager 10.5(2) or later to function. Enhanced line mode (ELM) is supported only on the Cisco IP Phone 8851/8861 Key Expansion Module and the Cisco IP Phone 8865 Key Expansion Module. ELM is not supported on the single LCD expansion modules.

If you are using more than one expansion module, all the modules must be the same type. You cannot combine different expansion modules on your phone.

Table 13: Key Expansion Module Support

| Cisco IP Phone Model | Supported Single LCD Key Expansion Modules | Supported Dual LCD Key Expansion Modules |
|--------------------------------|--|--|
| Cisco IP Phone 8851 and 8851NR | 2; providing 72 lines or buttons | 2; providing 56 lines or buttons |
| Cisco IP Phone 8861 | 3; providing 108 lines or buttons | 3; providing 84 lines or buttons |
| Cisco IP Phone 8865 and 8865NR | 3; providing 108 lines or buttons | 3; providing 84 lines or buttons |

When multiple key expansion modules are attached to the phone, they are numbered according to the order in which they are connected to the phone. For example:

- Key expansion module 1 is the closest unit to the phone.
- Key expansion module 2 is the unit in the middle.
- Key expansion module 3 is the farthest unit from the phone.

Figure 9: Cisco IP Phone 8861 with Three Cisco IP Phone 8800 Key Expansion Modules

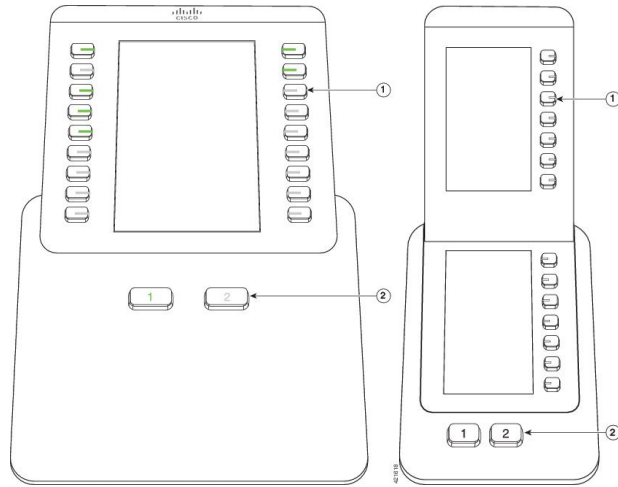


Caution





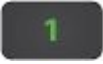


The slots in the side of the phone are designed only for use with the spine connectors on the key expansion module. Insertion of other objects permanently damages the phone.

When you use key expansion modules, check with your administrator about power requirements.

Key Expansion Module Buttons and Hardware



The following table describes the features of the key expansion module.

| | |
|----------|--|
| | <p>LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, or phone feature assigned to each button.</p> <p>Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</p> |
| <p>1</p> | <p>Lighted buttons—18 line buttons. Depending on the mode, each button or pair of buttons corresponds to one line (same as on the phone). For mode information, see the descriptions of 1-column and 2-column mode that follow this table. The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none"> •  light off—Line available or a call is ringing on an inactive page. •  green steady—Line in use by you, you have a call on hold, or a call being transferred. •  red steady—Line in use by someone else or someone else has a call on hold on a shared line. •  amber steady—Line ringing. |
| <p>2</p> | <p>Shift buttons—2 buttons. The button for page 1 is labeled as 1 and the button for page 2 is labeled as 2. The lights in each button indicate the state of the page as follows:</p> <ul style="list-style-type: none"> •  green steady—Page is in view. •  light off—Page is not in view. •  amber steady—Page is not in view with one or more alerting calls on the page. |

Your administrator sets up the key expansion module to display in one-column or two-column mode.

One-Column Mode

In one-column mode, each row in the display corresponds to one line. You can access this line by either the button on the left or the button on the right. In this configuration, the key expansion module displays nine lines on page 1, and nine lines on page 2.

Figure 10: Key Expansion Module with One Column



Two-Column Mode

If you are using a single-LCD screen expansion module, you can set up the module in two-column mode.

In two-column mode, each button on the left and right of the screen is assigned to a different phone number, speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 18 items on page 1, and up to 18 items on page 2.

Figure 11: Key Expansion Module with Two Columns




Place a Call on the Key Expansion Module

Procedure

-
- Step 1** Press the line button on the key expansion module.
 - Step 2** Dial a phone number.
 - Step 3** Pick up your handset.
-

Adjust the Key Expansion Module Screen Brightness

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Settings > Brightness > Brightness - Key expansion module x**, where x is the number of the key expansion module.
- Step 3** Press right on the Navigation pad to increase brightness. Press left on the Navigation pad to decrease brightness.
- Step 4** Press **Save**.
-



Product Safety and Security

- [Safety and Performance Information, page 111](#)
- [Compliance Statements, page 113](#)
- [Cisco Product Security Overview, page 115](#)
- [Important Online Information, page 116](#)

Safety and Performance Information

Power Outage

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

Regulatory Domains

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

Health-Care Environments

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

External Devices

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

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

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

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

**Caution**

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

Bluetooth Wireless Headset Performance


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

Because of potential interference issues, we recommend that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

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

Ways to Provide Power to Your Phone

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

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

Compliance Statements

Compliance Statements for the European Union

CE Marking

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



RF Exposure Statement for the European Union

This device has been evaluated and found compliant in accordance with EU EMF Directive 1999/519/EC.

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.

Avis de Conformité Canadien

Ce dispositif est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement de ce dispositif est autorisé sous réserve des deux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Canadian RF Exposure Statement

THIS DEVICE MEETS THE LIMITS AS REFERENCED BY ISED RSS-102 R5 FOR EXPOSURE TO RADIO WAVES

Your device includes a radio transmitter and receiver. It is designed not to exceed the General populace (uncontrolled) limits for exposure to radio waves (radio frequency electromagnetic fields) as referenced in RSS-102 which references Health Canada Safety Code 6 and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

As such the systems are designed to be operated as to avoid contact with the antennas by the end user. It is recommended to set the system in a location where the antennas can remain at least a minimum distance as specified from the user in accordance to the regulatory guidelines which are designed to reduce the overall exposure of the user or operator.

The device has been tested and found compliant with the applicable regulations as part of the radio certification process.

Déclaration d'Exposition aux RF Canadienne

CE PÉRIPHÉRIQUE RESPECTE LES LIMITES DÉCRITES PAR LA NORME RSS-102 R5 D'EXPOSITION À DES ONDES RADIO

Votre appareil comprend un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites applicables à la population générale (ne faisant pas l'objet de contrôles périodiques) d'exposition à des ondes radio (champs électromagnétiques de fréquences radio) comme indiqué dans la norme RSS-102 qui sert de référence au règlement de sécurité n°6 sur l'état de santé du Canada et inclut une marge de sécurité importantes conçue pour garantir la sécurité de toutes les personnes, quels que soient leur âge et état de santé.

En tant que tels, les systèmes sont conçus pour être utilisés en évitant le contact avec les antennes par l'utilisateur final. Il est recommandé de positionner le système à un endroit où les antennes peuvent demeurer à au moins une distance minimum préconisée de l'utilisateur, conformément aux instructions des réglementations qui sont conçues pour réduire l'exposition globale de l'utilisateur ou de l'opérateur.

Le périphérique a été testé et déclaré conforme aux réglementations applicables dans le cadre du processus de certification radio.

Compliance Information for Brazil

Art. 6° - 506

This equipment is a secondary type device, that is, it is not protected against harmful interference, even if the interference is caused by a device of the same type, and it also cannot cause any interference to primary type devices.

For more information, go to this URL: <http://www.anatel.gov.br>

Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Site Anatel: <http://www.anatel.gov.br>

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/8800-series/regulatory_compliance/RCSI-0313-book.pdf