



Cisco Unified IP Phones 8941 and 8945 User Guide for Cisco Unified Communications Manager 9.0 (SCCP and SIP)

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Your Phone

This chapter describes the features of the Cisco Unified IP Phones 8941 and 8945.

- [Cisco Unified IP Phone 8941, page 1](#)
- [Cisco Unified IP Phone 8945, page 2](#)
- [General Phone Information, page 4](#)

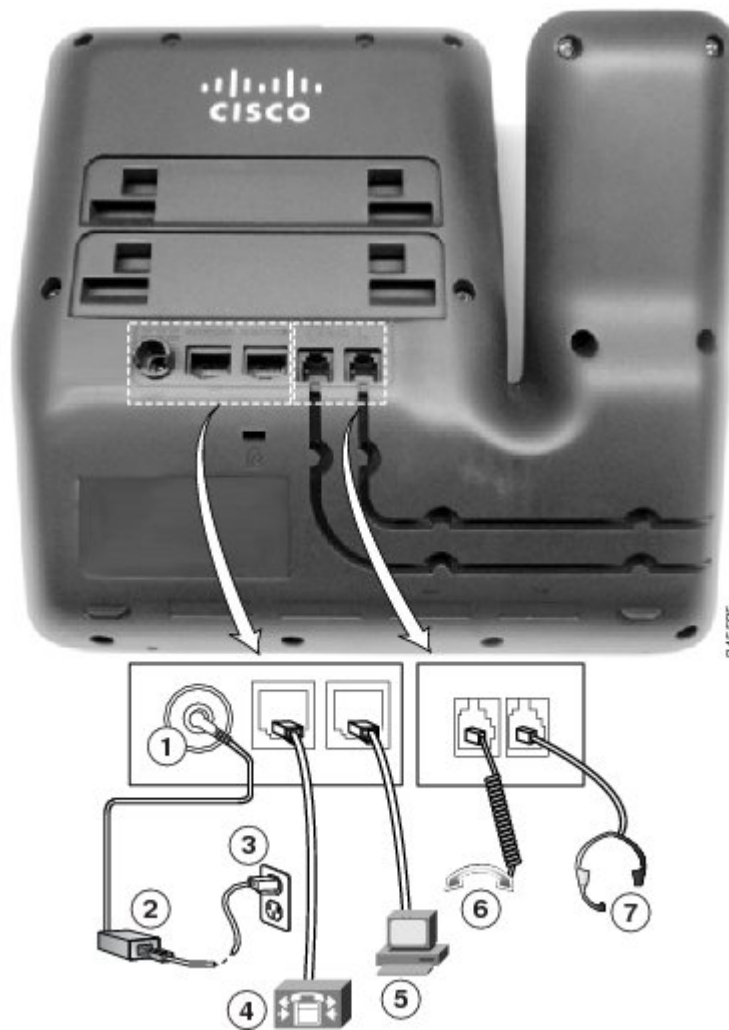
Cisco Unified IP Phone 8941

The Cisco Unified IP Phone 8941 provides these features:

- Phone connections
- Footstand
- Buttons and hardware
- Phone screen
- Power-save mode
- Handset rest

Phone connections

Use the following figure to help you connect your phone to the corporate IP telephony network.



1	DC adapter port (DC48V)	5	Computer port (10/100 PC) connection
2	AC-to-DC power supply (optional)	6	Handset connection
3	AC power wall plug (optional)	7	Analog headset connection (headset optional)
4	Network port (10/100 SW) with IEEE 802.3af and 802.3at power enabled		

Cisco Unified IP Phone 8945

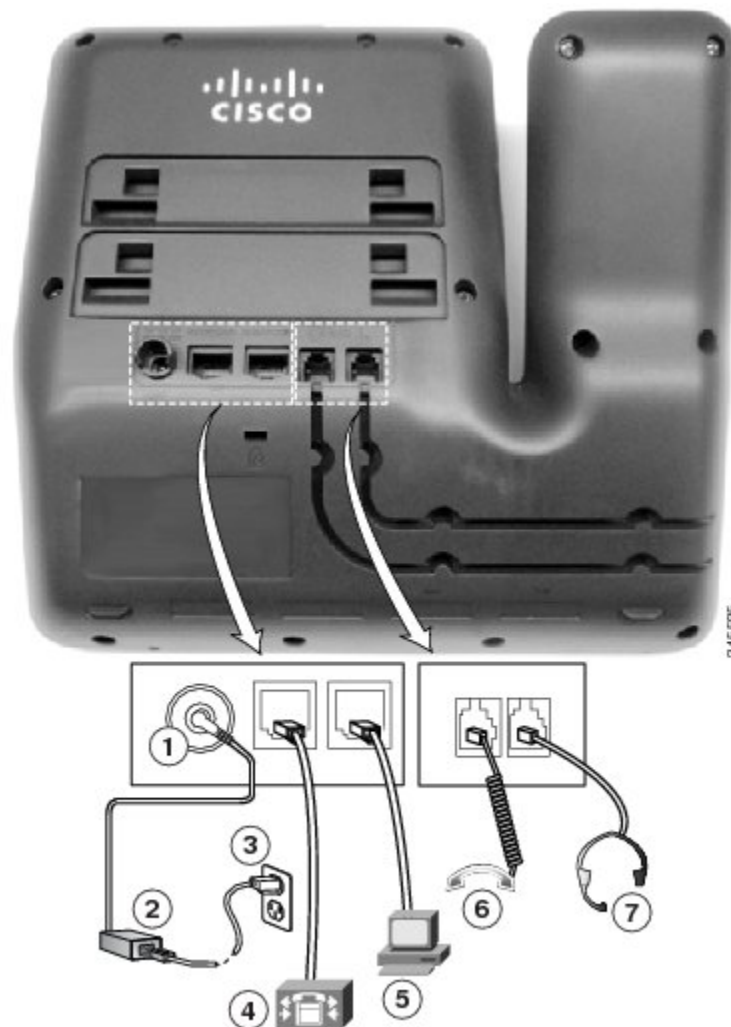
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- Phone connections

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- Footstand
- Buttons and hardware
- Phone screen
- Power-save mode
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Phone connections

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3	AC power wall plug (optional)	7	Analog headset connection (headset optional)
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Bluetooth

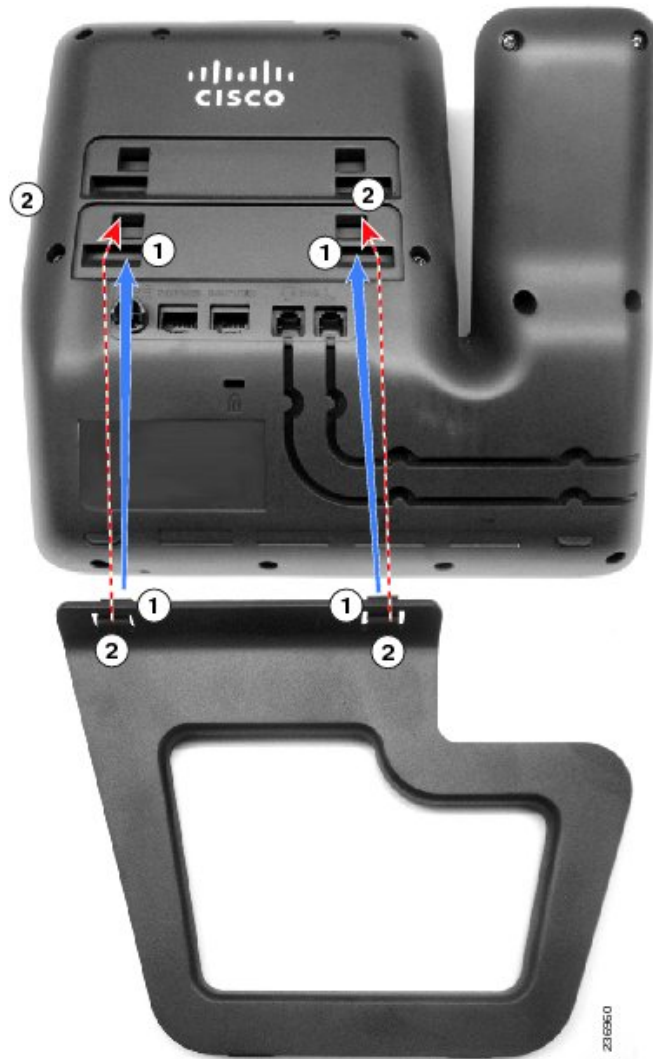
Your phone supports Bluetooth Class 2 technology so you can use a Bluetooth headset. You can add and pair up to five Bluetooth headsets to your phone, but the last Bluetooth headset connected becomes the default for use with the phone.

General Phone Information

This section contains information about the Cisco Unified IP Phones 8941 and 8945.

Footstand

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



1	Insert the curved connectors into the lower slots.	2	Lift the footstand until the connectors snap into the upper slots.
---	--	---	--












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








Buttons and hardware





Your phone provides quick access to your phone lines, features, and call sessions. The Programmable Feature buttons (left side) are used to view calls on a line or access features such as Speed Dial or All Calls. These buttons are also called Line buttons.



1	Phone screen	Shows information about your phone, including directory number, call information (for example, caller ID, icons for an active call or call on hold) and available softkeys.
2	Video Camera 	Connects to your Cisco Unified IP Phone and allows you to make a point-to-point video call with another Cisco Unified IP Phone.
3	Lens Cover button	Integrated lens cover protects the camera lens.
4	Softkey buttons 	Allows you to access the softkey options (for the selected call or menu item) that displays on your phone screen.

5	<p>Navigation pad and Select button</p> 	<p>The two-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field.</p> <p>The Select button (center of the Navigation pad) allows you to select a highlighted item as well as wake up the phone from deep-sleep mode.</p> <p>The Select button is lit (white) when the phone is in power-save mode.</p>
6	<p>Conference button</p> 	<p>Creates a conference call.</p>
7	<p>Hold button</p> 	<p>Places an active call on hold and toggles between an active and on-hold call.</p>
8	<p>Transfer button</p> 	<p>Transfers a call.</p>
9	<p>Redial button</p> 	<p>Redials a call.</p>
10	<p>Keypad</p>	<p>Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).</p>
11	<p>Speakerphone button</p> 	<p>Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.</p> <p>The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).</p> <p>If external speakers are connected, the Speakerphone button selects them as the default audio path.</p>
12	<p>Video Mute button</p> 	<p>Mutes the video from the phone screen during a video call. When Video Mute is on, the Video Mute button is lit red.</p>

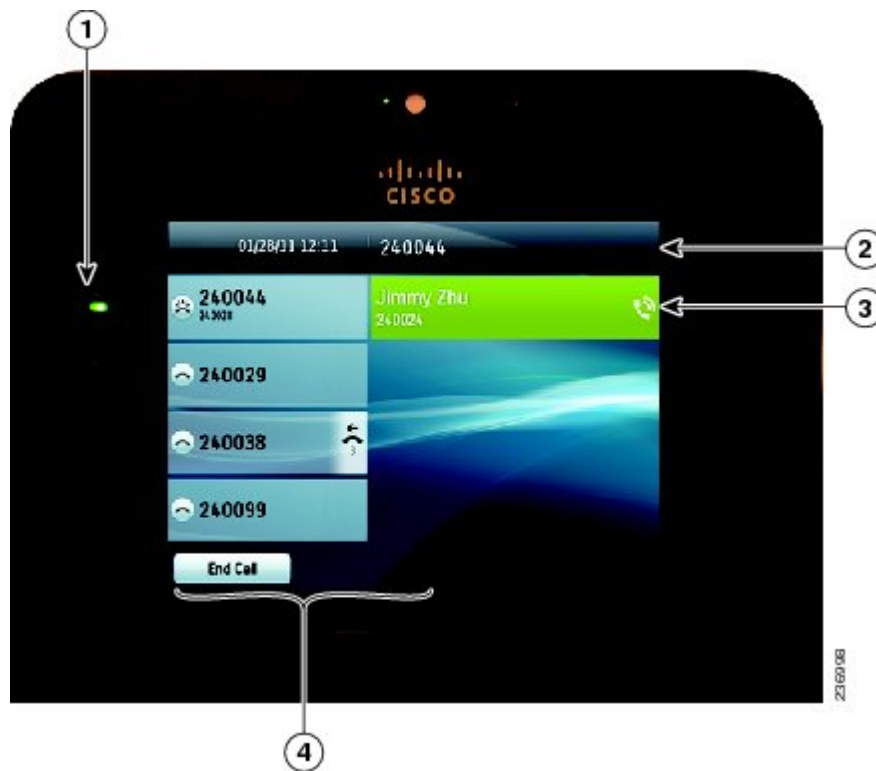
13	Mute button 	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
14	Headset button 	Selects the headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. A headset icon  in the phone screen header line indicates that the headset is the default audio path. This audio path does not change until a new default audio path is selected (for example, by picking up the handset).
15	Volume button 	Controls the handset, headset, and speakerphone volume (off hook) and controls the ringer volume (on hook). Silences the ringer on the phone if an incoming call is ringing. Your administrator sets a minimum ringer volume level ranging from 0 to 14. The default level is 0 (silent). You can only adjust the ringer volume to a level greater than the configured minimum ring volume value.
16	Messages button 	Autodials voicemail system (varies by system).
17	Applications button 	Opens/closes the Applications menu. Depending on how the phone is set up, use this button to access applications such as Call History, Preferences, and Phone Information.
18	Contacts button 	Opens/closes the Contacts menu. Depending on how the phone is set up, use this button to access Personal Directory, Corporate Directory, or Call History. Use this button to exit from a feature and return to your home screen.
19	Phone Speaker	Speaker for the phone.

20	<p>Programmable feature buttons (also called Line buttons)</p> 	<p>Each corresponds with a phone line, Speed Dial, and calling feature.</p> <p>Pressing a button for a phone line displays the active calls for that line.</p> <p>If you have multiple lines, you may have an All Calls button that displays a consolidated list of all calls from all lines (oldest at the top). Cisco recommends that you keep your phone in the All Calls view.</p> <p>Color LEDs indicate the line state:</p> <ul style="list-style-type: none"> • Amber  Ringing call on this line • Green  Active or held call on this line • Red  Shared line in-use remotely <p>The positions of the feature buttons can be reversed on phones that use a locale with a right-to-left reading orientation, such as Hebrew and Arabic.</p>
21	Handset rest	<p>Provides a rest for the phone handset.</p> <p>When the phone is ringing with an incoming call, the LED in the handset rest flashes red. If there is a new voice message, the LED is lit red.</p>

Phone Screen

The way that your system administrator set up your phone determines what displays on your phone screen.

Phone With Single Line



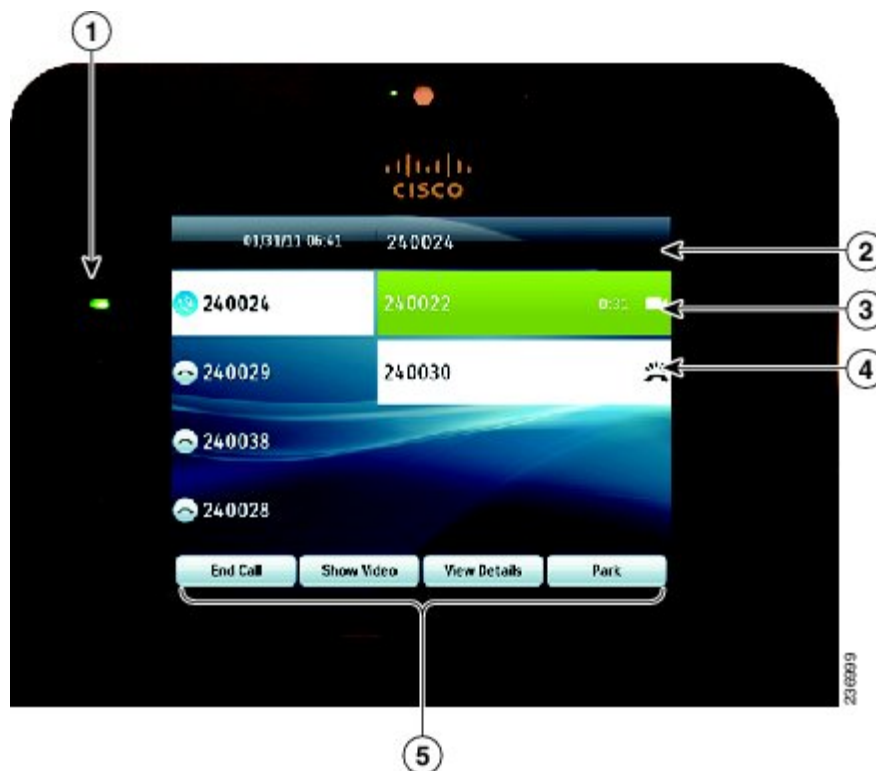
1	Line label	Displays the line phone information.
2	Header	Displays the date, time, and information (such as phone number) about the selected line.
3	Primary line details and other phone information	Displays information (such as phone number and duration) about a connected call on the line. The timer counts the call duration in minutes and seconds (MM:SS) until the call exceeds 60 minutes. The timer then counts hours and minutes (HH:MM).
4	Softkeys	Softkey options for the selected (highlighted) call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

Phone With Multiple Lines

If you have multiple lines, it is recommended that you use the All Calls button to view all calls on all lines.

If you handle many calls at one time, it is recommended that you use the Answer button to answer the oldest incoming call without having to scroll down the call list and select the call.

For more information, contact your system administrator.



1	Primary line label	Displays information about the primary phone line. Look for the blue icon on the line label to see which line is selected. In this case, the primary line is selected, and the displayed information is for the primary line only.
2	Header	Displays the date, time, and information (such as phone number) about the selected line.
3	Primary line details and other phone information	Displays information (such as call status and duration) about a connected call associated with the selected line.
4	Secondary line details and other phone information.	Displays information (such as call status and duration) about a connected call associated with the selected line.
5	Softkeys	Softkey options for the selected call only. If you select a different call (by pressing a feature button or the Navigation pad, or by answering a ringing call), the softkey options may change.

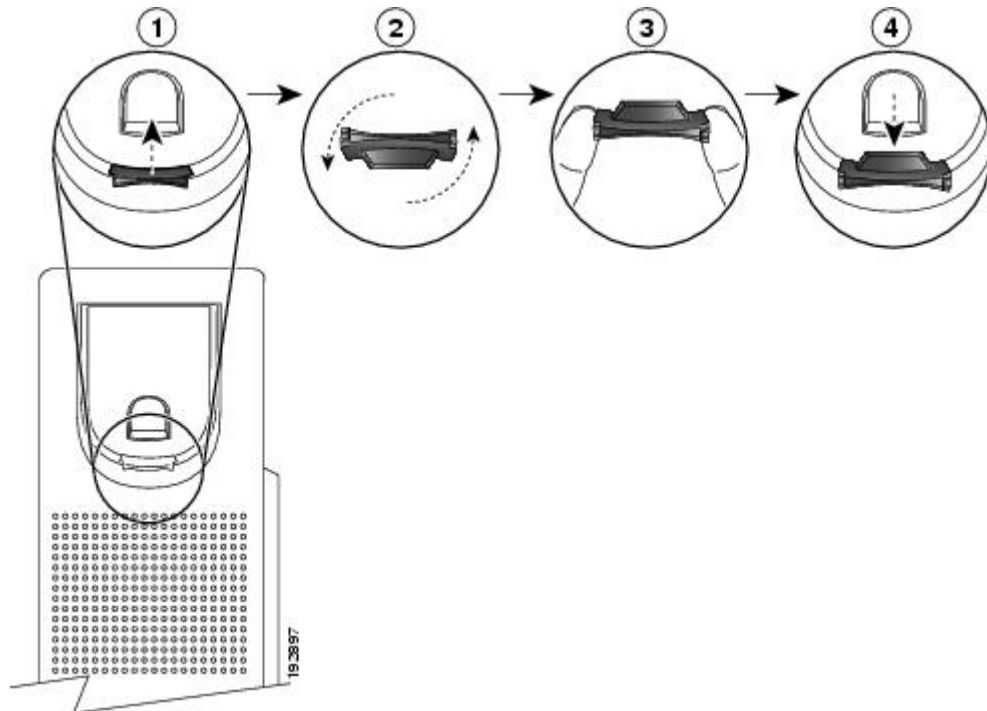
Power-Save Mode

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

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

Adjust Handset Rest

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



Procedure

-
- Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.
 - Step 2** Rotate the tab 180 degrees.
 - Step 3** Hold the tab between two fingers, with the corner notches facing you.
 - Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
 - Step 5** Return the handset to the handset rest.
-



CHAPTER 2

Phone Applications

Phone applications allow you to access various features on your phone.

- [Call History, page 13](#)
- [Preferences, page 17](#)
- [Accessories, page 23](#)
- [Administrator Settings, page 26](#)
- [Phone Information, page 26](#)
- [VPN Client, page 27](#)




Call History

Call History allows you to view information about the last 150 calls on your phone. Individual calls and call groups are listed chronologically from the most recent call to the oldest one. If your phone has multiple lines, calls on all lines are added together. The oldest calls over the 150-call limit are dropped from the history.

In the Call History screen, the line information, such as “Line: 5623,” is shown in the upper right corner to indicate the line name or number for which the call history displays.

If set up by your administrator, icons display beside each Call History entry. The icon shows the status - Unknown, Idle, Busy, or DND - of the person who made the call.

For each call record or call group, an icon to the left of the caller ID shows the call type:

- Received 
- Placed 
- Missed 

If you have a single line, you can answer an incoming call while viewing the Call History list.

If the caller ID is unavailable, “Unknown” displays, and the phone number is listed.

Calls for the same caller ID and phone number are grouped together only when they occur in chronological order. For each group, the time of the latest call and the number of calls, such as “(3),” displays:

- Incoming (Received) and outgoing (Placed) calls are grouped together.
- Missed calls are grouped together in a separate group.

Hunt group and multiparty calls show an icon to the right of the caller ID that differentiates the call from a normal call, and these calls are not grouped even when they are next to each other in the list.

A plus (+) symbol on entries in call history, redial, or call directory indicates that your phone is set up to list international calls. For more information, see your system administrator.



View Call History

Procedure

- Step 1** Press **Applications**.
- Step 2** Select **Call History**.
- Step 3** Use the Navigation pad and Select button to scroll and select a call record or call group.
- Step 4** Press **Exit** to return to the Applications screen.
-


View Call Record Details

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Call History**.
- Step 3** Select a call record or group and press **Details** (you may need to press the **More** softkey first).
- For each individual call, the Details screen displays the line information in the upper right corner, such as “Line: 5782,” and the call name, call number, alternate number (if available), call disposition (call type), call duration, and time of the call.
 - For each call group, the details shown are the same as for an individual call. The only difference is that the multiple call-related information is shown, such as call disposition (call type), call duration, and time of call, because this is a group of calls (Placed/Received or Missed). In a group of Missed calls, individual records show no call duration.
 - For each multiparty or hunt group call, the Details screen displays the line information in the upper right corner. For the caller ID and number listed at the top of the screen, the following information displays: call name, call number, alternate number, and as applicable, the hunt group information, if available.
- Step 4** Press **Return**  to return to the Call History screen.
- Step 5** Press **Exit** to return to the Applications screen.
- Step 6** While on a connected call, press **Show Details** to show the Call Details screen. This screen displays single call information and call duration and updates every second.
-




Filter Call History

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Call History**.
The default view in Call History is for “All Calls,” which is shown at the top of the screen. The line information, such as “Line: 5623,” is shown in the upper right corner.
- Step 3** To sort calls for a specific phone line, select that phone line and view the individual calls or call groups for that line.
- Step 4** To sort by missed calls for the selected line, press **Missed Calls** softkey.
- Step 5** Press **Exit** to return to the **Applications** screen.
-




Dial from Call History

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Call History**.
- Step 3** From the Call History screen, select the call record that you want to dial and perform one of the following actions:
To display the Call History screen, press the up arrow on the **Navigation** pad.
- Press **Call**.
 - Pick up the handset.
 - Press **Select**.
 - Press **Speakerphone**  or **Headset** .
- Step 4**
-


Edit Number from Call History

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Call History**.
- Step 3** Highlight the call record that you want to edit.
- Step 4** Press the **Edit Dial**. You may need to press the **More** softkey first.
- Step 5** Press the up or down arrow on the **Navigation** pad to move the cursor to the desired location.
- Step 6** Press the  to delete numbers to the left of the cursor.
- Step 7** Press **Call** to dial the newly edited number.
- Step 8** Press **Return**  to return to the Call History screen.
-


Clear Call History

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** to scroll and select **Call History**.
- Step 3** Press **Clear List** to clear the entire call history on the phone.
- Step 4** Press **Exit** to return to the Applications screen.
-

Delete call record from Call History

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** to scroll and select **Call History**.
- Step 3** Highlight the individual call record or call group that you want to delete.
- Step 4** To delete an individual call record, press **Delete**.
You may need to press **More** first.
- Step 5** To delete a call group, press **Delete** to delete all calls in the group.

A Delete Record alert message appears to verify that you want to delete the entire group of calls.

- Step 6** Press **Delete** to delete the record, or press **Cancel** if desired.
- Step 7** Press **Exit** to return to the Applications screen.
-

Preferences



The Preferences menu allows you to set your phone preferences.

Ringtone

You can choose a different ringtone for each line that your phone plays to indicate an incoming call. For information about adding custom ringtones to your phone, contact your system administrator.

Change Ringtone

Procedure


- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** to scroll and select **Preferences**.
- Step 3** Select **Ringtone**.
- Step 4** Highlight a ringtone.
- Step 5** Press **Select** or **Edit**.
- Step 6** Press **Play** to play the sample ringtone.
- Step 7** Press **Set** to apply the ringtone.
- Step 8** Press **Return**  to return to the Preferences screen.
-

Brightness

You can adjust your phone screen brightness level.

Adjust Phone Screen Brightness

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.
- Step 3** Select **Brightness**.
- To increase brightness, press the up arrow on the **Navigation** pad.

- To decrease brightness, press the down arrow on the **Navigation** pad.

Step 4 Press **Save** to set the brightness or press **Cancel** to exit.

Wallpaper

You can set up your phone with wallpapers that are provided with the phone, or with your own custom wallpaper. For more information, contact your system administrator.

Change Wallpaper

Procedure

- Step 1** Press **Applications**.
- Step 2** Use the **Navigation pad** and **Select** button to scroll and select **Preferences**.
- Step 3** Select **Wallpaper** and select a wallpaper option.
- Step 4** Press **Preview** to see the wallpaper on your phone screen.
- Step 5** Press **Set** to apply the wallpaper to the phone.
-

Camera settings



Use the Camera Settings menu to change the phone camera settings by selecting the available options: Auto Transmit Video, Brightness, and Enable Video.

SIP phones running release 9.3(4) or later display the Video menu instead of the Camera menu.

Enable Auto Transmit Video

You can transmit video automatically whenever a call is initiated or accepted. If a video transmission is in progress, the camera LED turns green; when on video mute, the LED turns red. The LED is turned off when the camera is not in use.


Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation pad** and **Select** button to scroll and select **Preferences**.
- Step 3** Select **Camera Settings > Auto Transmit Video**.
- Step 4** Select **Yes** to enable automatic video transmission or **No** to disable the feature.
- Step 5** Press **Apply** to apply the feature, or press **Return**  to return to the Setup screen.
-

Adjust Brightness

You can set the brightness of the camera.

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.
- Step 3** Select **Camera Settings > Brightness**.
- Step 4** Select **Brightness**.
- To increase brightness, press the up arrow on the **Navigation** pad.
 - To decrease brightness, press the down arrow on the **Navigation** pad.
- Step 5** Press **Save** to set the brightness, or press **Exit** to return to the Setup screen.
-

Enable Video Capability

If your system administrator enables video on the Cisco Unified Communications Manager, you can enable your phone to send video.

Procedure

- Step 1** Press **Applications**.
- Step 2** Use the **Navigation** pad and **Select** button to select **Preferences**.
- Step 3** Select **Camera**.
- Step 4** Select **Video** and press **Edit**.
- Step 5** Select **On** or **Off**.
-

Video settings

Use the Video menu to change video settings for calls.

The Video menu displays on the phone with SIP firmware. This menu replaces the Camera Settings menu (available on the phone with SCCP firmware) for Firmware Release 9.3(4) and later.

Available menu options include:

Video calls

Enables or disables video calls for the phone.

Always send my video (Default)

Enables or disables automatic sending of video for the phone.

If you select Always send my video for your phone, initiated calls connect as video calls when the following conditions are met:

- both phones on the call have video calls enabled
- your administrator enabled Video Support for phones on the call
- both phones on the call include a video camera

If you select Always send my video, the video quality is the maximum the phone supports.

Brightness

Adjusts video brightness.



Note When you place a video call, the video displays only if both parties have phones that support the video feature. If you receive the message `Not a video enabled device` when you place the call, the called phone does not support video.

Enable video transmit



If your system administrator enables video on the Cisco Unified Communications Manager, you can enable your phone to send video.



Note You can stop transmitting video for the call by disabling video transmit.

If you disabled video transmission at any time during the call, you can re-enable video for the call by pressing the Video Mute button. When video transmission resumes, the phone displays the video user interface, and the Video Mute button is unlit.

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Use the Navigation pad and Select button to scroll and select **Preferences**.
 - Step 3** Select **Video**.
 - Step 4** Select **Video calls**.
 - Step 5** Select **On** to enable video calls or **Off** to disable video calls.
 - Step 6** Press  to return to the previous screen.
-

Enable automatic video transmit



If your system administrator enables video on the Cisco Unified Communications Manager and you enable your phone to always send video, you can transmit video automatically whenever a call is initiated or accepted.



Note When you disable automatic video transmit, video transmission is stopped for the call, and the Video Mute button is lit. The phone continues to receive video.


You can restart video transmission at any time during the call. To restart video transmission, you must press the Video Mute button. When video transmission resumes, the phone displays the video user interface, and the Video Mute button is unlit.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Use the Navigation pad and Select button to scroll and select **Preferences**.
 - Step 3** Select **Video**.
 - Step 4** Select **Always send my video**.
- Note**
- If video capability is disabled, you cannot select the Always send my video menu item.
- Step 5** Select **Yes** to enable automatic video transmission or **No** to disable automatic video transmission.
 - Step 6** Press  to return to the previous screen.

Adjust video brightness

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the Navigation pad and Select button to scroll and select **Preferences**.
- Step 3** Select **Video**.
- Step 4** Select **Brightness**.
 - To increase brightness, press the up arrow on the Navigation pad.
 - To decrease brightness, press the down arrow on the Navigation pad.
- Step 5** Press **Save** to set the brightness, or press **Exit** to return to the previous screen.

Enable Video on PC

When you connect a PC to your Cisco Unified IP phone PC port and login to a CAST client (for example, Cisco Jabber), you can send and receive video on the PC while the audio remains on the phone.

The phone must be physically connected to the first network interface card (NIC1) in the PC.



Note If you connect a computer to the phone during an on-going video call, the video automatically moves to the PC. To move the video back to the phone for the current session, press Show Video.

Procedure

-
- Step 1** Press **Applications**.
 - Step 2** Use the Navigation pad and Select button to select **Preferences**.
 - Step 3** Select **Video > Video through computer**.
 - Step 4** Select **Yes**.
-



Bluetooth

If your system administrator has set up the Bluetooth feature for your phone, you can turn it on and off from your phone.

Turn On Bluetooth

This procedure applies to the Cisco Unified IP Phone 8945 only.



Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.
 - Step 3** Select **Bluetooth**.
 - Step 4** Press **Yes**. The Bluetooth icon  displays on the phone screen header. To add a Bluetooth accessory from this screen, select **Bluetooth** again.
-

Turn Off Bluetooth

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Preferences**.
- Step 3** Select **Bluetooth**.
- Step 4** Press **No**.
- The Bluetooth icon  disappears from the phone screen header.
-

Change Headset Sidetone Level

You can adjust the tone level for the headset.

Procedure


- Step 1** Press **Applications**.
- Step 2** Use the **Navigation** bar and button to scroll and select **Preferences**.
- Step 3** Select **Headset Sidetone**.
- Step 4** Highlight a headset sidetone level from the following choices:
- High
 - Normal
 - Low
 - Off
- Step 5** Press the **Return** button to return to the Preferences screen.
-

Accessories

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

View Accessories List

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Accessories**.

A list of phone accessories displays.

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

View Accessory Details

Procedure

Step 1 Press **Applications** .

Step 2 Use the **Navigation** pad and **Select** button to scroll and select **Accessories**.
A list of phone accessories displays.

Step 3 Select an accessory from the list and press **Details**.
The phone screen displays the details of the selected accessory. The information displayed on the phone screen depends on the selected accessory. Most of the accessories provide these details:

- Device Name
- Device Type
- Configured

Step 4 Press **Exit** to return to a list of phone accessories.

Set Up Wideband for Analog Headset

Procedure


Step 1 Press **Applications** .

Step 2 Use the **Navigation** pad and **Select** button to scroll and select **Accessories**.
A list of phone accessories displays.

Step 3 Select **Analog Headset** and press **Setup**.
The phone screen displays the wideband status for the analog headset.

Step 4 To enable wideband for the analog headset, press **Turn On**.

Step 5 To disable wideband for the analog headset, press **Turn Off**.



Step 6 Press **Return**  to return to the Accessories screen.

Add Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Before you add a Bluetooth accessory, it must be discoverable by the phone. Look for a flashing LED on a Bluetooth accessory as an indication that it is discoverable. For more information, see the documentation provided by the Bluetooth accessory manufacturer.


Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Accessories**.
- Step 3** Select **Add Bluetooth Accessory**.
The phone searches for discoverable accessories that are supported. When an accessory is found, it is added to the list in the Adding Bluetooth Accessory screen.
- Step 4** Select the Bluetooth accessory and press **Connect**.
The phone automatically attempts to connect the accessory using a Bluetooth device PIN of 0000. The Adding PIN screen displays if your accessory requires a different PIN.
- Step 5** Enter the PIN for your accessory if the connection is not acquired automatically.
When the connection is completed, the Bluetooth active icon  displays on the phone screen header and a check mark displays next to the connected accessory.
-

Delete Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure



- Step 1** Press **Applications** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Accessories**.
- Step 3** Select a **Bluetooth** accessory and press **Delete**.
- Step 4** When prompted, press **Yes**.
The Bluetooth accessory will be disconnected (if it was connected) and removed from the Accessories list.
-

Connect Bluetooth Accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Before you can connect a Bluetooth accessory, it must be already added as an accessory to the phone.


Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation pad** and **Select** button to scroll and select **Accessories**.
- Step 3** Select the Bluetooth accessory and press **Connect**.
- When the connection is completed, the Bluetooth active icon  displays on the phone screen header and a check mark displays next to the connected accessory.
-

Disconnect Bluetooth accessory

This procedure applies to the Cisco Unified IP Phone 8945 only.

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the **Navigation pad** and **Select** button to scroll and select **Accessories**.
- Step 3** Select a Bluetooth accessory and then press the **Disconnect**.
-

Administrator Settings

For information on accessing and changing the Administrator Settings, contact your system administrator.


Phone Information

The Phone Information window displays the following information about your phone:

- Model Number
- IP Address (some phones display IPv4 Address and IPv6 Address)
- MAC Address
- Active Load
- Last Upgrade
- Active Server
- Stand-by Server

View Phone Information

Procedure

- Step 1** Press **Applications** .
- Step 2** Use the Navigation pad and **Select** button to scroll and select **Phone Information**.
- Step 3** Press **Exit** softkey to return to the Applications screen.
-

VPN Client

The VPN Client establishes a virtual private network (VPN) connection on your phone when a phone is located outside a trusted network or when network traffic crosses untrusted networks. Your system administrator configures the VPN Client feature as needed.

If your phone is configured for VPN Client, the status of Auto-Detect Network Connection determines if a VPN connection is possible. The status depends on the following situations:

- When your phone is located outside the corporate network:
 - If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and the phone prompts for credentials. On the phone in the VPN window (**Applications** > **VPN**), you can toggle the **VPN Enabled** field to control the ability of the phone to attempt a VPN connection.
 - If Auto-Detect Network Connection is enabled, the Sign In screen appears, and the phone prompts for your credentials, based on the authentication method that your system administrator configured on your phone.
- When your phone is located inside the corporate network:
 - If Auto-Detect Network Connection is disabled, a VPN connection is possible. The Sign In screen appears, and the phone prompts for credentials. On the phone in the VPN window (**Applications** > **VPN**), you can toggle the **VPN Enabled** field to control the ability of the phone to attempt a VPN connection.
 - If Auto-Detect Network Connection is enabled, you cannot connect through VPN, so the Sign In screen does not appear, and the phone does not prompt for credentials.

To view VPN status messages, press **Applications**  and then select **Administrator Settings** > **Status** > **Status Messages**. For more information, contact your system administrator.

Connect Through VPN

Procedure

- Step 1** After you turn on your phone and the VPN Sign In screen appears (except with certificate authentication mode), enter your credentials based on the configured authentication method:
- Username and password: Enter the username and the password that your system administrator gave you.
 - Certificate and password: Enter the password that your system administrator gave you. Your username is derived from the certificate.
 - Certificate: If the phone uses only a certificate for authentication, the Sign In screen does not appear, and phone displays the status of the phone attempting the VPN connection.

When the power is lost or reset under some circumstances, the stored credentials are cleared.

- Step 2** Select **Sign In** to connect.
- If you press **Cancel** while the phone is attempting the connection, the connection attempt stops, and the Sign In screen appears again. If you press **Cancel** again, the VPN menu appears and shows the VPN Enabled field as Off. The phone will not attempt a VPN connection again until you set the VPN Enabled field to On.
-

VPN Connection Settings

The VPN window (**Applications > VPN**) consists of these fields:

- Enable or disable VPN: If Auto-Detect Network Connection is disabled, toggle the VPN Enabled field to control the ability of the phone to attempt a VPN connection.
- Change credentials: Select **Change Credentials** to change the user ID and password. If the authentication is certificate-only or VPN Enabled is Off, the option is dimmed.
- View VPN status: The VPN Status field displays *Connected* or *Not Connected*.



Phone contacts

The Cisco Unified IP Phone 8941 and 8945 provides you with access to corporate and personal contacts using the following directories. You may see other directories listed in Contacts. For more information, contact your system administrator.


- [Corporate Directory, page 29](#)
- [Personal Directory, page 30](#)



Corporate Directory

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

Search and Dial Contact


Procedure

- Step 1** Press **Contacts** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Corporate Directory**.
- Step 3** Select one or all of these search criteria to search for a coworker:
- First Name
 - Last Name
- Step 4** Enter the search criteria information, press **Submit**, and select a contact.
- Step 5** To dial, perform one of these actions:
- Press **Dial**.
 - Press **Select**.
 - From the keypad, press the number that displays in the upper right corner of the contact label.

- Press **Speakerphone** .
 - Press **Headset** .
 - Pick up the handset.
-

Search and Dial Contact While On Call

Procedure

- Step 1** Press **Contacts** .
- Step 2** Use the **Navigation** pad and **Select** button to scroll and select **Corporate Directory**.
- Step 3** Select one or both of these search criteria to search for a coworker:
- First Name
 - Last Name
- Step 4** Enter the search criteria information and press **Search**.
- Step 5** Press **Dial**.
The phone puts the existing call on hold and makes the new call.
-

Personal Directory

The Personal Directory contains a list of your personal contacts in a Personal Address Book. You can assign fast-dial codes to your contacts for fast dialing.

There are two ways you can set up and maintain your Personal Directory:

- Phone—Using your phone, you can:
 - Set up and use your Personal Address Book
 - Assign and use fast-dial codes
- User Options web pages—Using User Options web pages, you can also set up and use your Personal Directory.

Related Topics

[User Options, on page 77](#)


Personal Directory Options

The following sections describe the personal directory options.

Sign In and Out of Personal Directory


The phone automatically logs you out after a certain amount of time. This time limit can vary. For more information, contact your system administrator.

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Use the navigation pad and **Select** button to scroll and select **Personal Directory**.
 - Step 3** Enter the user ID and PIN provided by your system administrator and press **Submit**.
 - Step 4** To logout, select **Log Out**, press **Select**, and then press **OK**.
-

Add Personal Directory Entry

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Address Book**.
The Search for an entry screen displays.
 - Step 4** Press **Submit**.
 - Step 5** Press **New**. You may need to press **More** first.
 - Step 6** Enter the nickname information.
You can also enter a name.
 - Step 7** Press **Phones** and enter the phone numbers.
Make sure you include any required access codes, such as 9 or 1.
 - Step 8** Press **Submit** to add the entry to your personal directory.
-


Search for Personal Address Book Entry

Procedure

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

Dial Number from Personal Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Address Book** and search for an entry.
 - Step 4** Select the personal address book entry that you want to dial.
 - Step 5** Press **Dial**.
-


Delete Fast-Dial Personal Address Book Entry

Procedure

- Step 1** On your User Options web page, search for a fast-dial entry.
 - Step 2** Select one or more entries.
 - Step 3** Select **Delete Selected**.
-

Edit Personal Directory Entry

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Address Book** and search for an entry.
 - Step 4** Press **Select**.
 - Step 5** Press **Edit**.
 - Step 6** Modify the entry information.
 - Step 7** Press **Phones** to modify a phone number.
 - Step 8** Press **Update**.
-

Fast-Dial Codes with Personal Directory

The following sections describe using the fast-dial codes with Personal Directory.


Assign Fast-Dial Code to Personal Address Book Entry

Procedure

- Step 1** On your User Options web page, select **User Options > Fast Dials**.
 - Step 2** Select **Add New**.
 - Step 3** Use the Search Options area to find the appropriate Personal Address Book entry.
 - Step 4** Select a phone number in the Search Results area.
 - Step 5** (Optional) Change the fast-dial code.
 - Step 6** Select **Save**.
-


Place Call Using Fast-Dial Code

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Fast Dials** and scroll to a fast-dial code. You may have to press **Next** to get to more fast-dial codes.
 - Step 4** Select the fast-dial code you want to dial and press **Dial**.
-

Delete Fast-Dial Code

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Fast Dials** and search for a fast-dial code.
 - Step 4** Select the fast-dial code that you want to delete and press **Remove**. You may need to press **More** first.
 - Step 5** Select the index to delete.
 - Step 6** Press **Remove**.
-



Voice messages


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

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

- [Personalize Voicemail, page 35](#)
- [Voice Message Identification, page 35](#)
- [Listen to Voice Messages, page 36](#)


Personalize Voicemail


Procedure

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

Voice Message Identification

Check for voice messages in one of the following ways:

- Check the number of new voice messages displayed on your screen.
- Look for a solid red light on your handset.
You can set up the visual message waiting lamp using your User Options web pages.
- Look for a **Message** icon  on a line label
The red background indicates that there are new voice messages.

If call forwarding is set up on a line that has new voice messages, the **Call Forward** icon  replaces the **Message** icon on the line label.

If you have a voicemail and a missed call, you see the Message icon and the missed call icon.

- Listen for a stutter tone (if available) from your handset, headset, or speakerphone when you place a call.

The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

You can set up audible message waiting tones using your User Options web pages.

Related Topics


[Change audible voice message indicator setting per line](#)

[Change voice message indicator setting per line](#)

Listen to Voice Messages

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

Procedure

-
- Step 1** To listen to voice messages, press the **Messages** button .
- Step 2** Follow the prompts to listen to your voice messages.
-



Calling Features

This chapter describes the following calling features:

- [Feature Buttons and Softkeys](#), page 38
- [Agent Greeting](#), page 42
- [Answer](#), page 42
- [Auto Answer](#), page 43
- [Barge](#), page 44
- [Call Back](#), page 44
- [Call Forward](#), page 45
- [Call Park](#), page 46
- [Call Pickup](#), page 48
- [Call Waiting](#), page 50
- [Client Matter Code](#), page 51
- [Conference](#), page 51
- [Divert](#), page 53
- [Do Not Disturb](#), page 53
- [Extension Mobility](#), page 54
- [Fast Dial](#), page 54
- [Forced Authorization Code](#), page 55
- [Hold](#), page 55
- [Hold Reversion](#), page 56
- [Hunt Groups](#), page 57
- [Intercom](#), page 58
- [Line Status](#), page 59

- [Malicious Call Identification, page 60](#)
- [Meet Me Conference, page 60](#)
- [Mobile Connect, page 61](#)
- [Monitoring and Recording, page 63](#)
- [Multiple Calls Per Line, page 63](#)
- [Mute, page 66](#)
- [On-Hook Dialing, page 66](#)
- [Plus Dialing, page 67](#)
- [Privacy, page 68](#)
- [Quality Reporting Tool, page 68](#)
- [Redial, page 69](#)
- [Secure and Nonsecure Indication Tone, page 69](#)
- [Shared Lines, page 70](#)
- [Speed Dial, page 70](#)
- [Transfer, page 71](#)
- [Video calls, page 72](#)
- [Visual Voicemail, page 73](#)
- [WebDialer, page 73](#)

Feature Buttons and Softkeys

Depending on how your phone is set up,, some features in this guide may not be available to you.

This table provides information about features that are available on softkeys and dedicated feature buttons and features that your system administrator sets up on programmable feature buttons.

Feature name	Dedicated feature button	Programmable feature button	Softkey
Answer		X	
Barge and cBarge		X	X
Call Back		X	X
Call Forward All		X	X
Call Park		X	X
Call Park Line Status		X	

Feature name	Dedicated feature button	Programmable feature button	Softkey
Call Pickup		X	
Call Pickup Line Status		X	
Conference	X		X (available while on a conference only)
Divert		X	X
Do Not Disturb		X	X
Group Pickup		X	
Hold	X		
Hunt Groups		X	
Intercom		X	
Malicious Call Identification (MCID)		X	X
Meet Me		X	
Mobile Connect		X	X
Monitoring and Recording			X
Mute (Audio)	X		
Mute (Video)	X		
Other Pickup		X	
Privacy		X	
Quality Reporting Tool (QRT)		X	X
Queue Status		X	
Redial	X		
Speed Dial		X	X
Speed Dial Line Status		X	

Feature name	Dedicated feature button	Programmable feature button	Softkey
Transfer	X		X (available during a transfer only)

Survivable Remote Site Telephony Overview

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

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

Table 1: Feature Support During Failover

Feature	Supported	Notes
New Call	Yes	
End Call	Yes	
Redial	Yes	
Answer	Yes	
Hold	Yes	
Resume	Yes	
Conference	Yes	
Conference to Active Calls (Join)	No	The Active Calls softkey does not display.
Conference List	No	
Transfer	Yes	
Transfer to Active Calls (Direct Transfer)	No	
Auto Answer	Yes	
Call Waiting	Yes	
Caller ID	Yes	

Feature	Supported	Notes
Audible Message Waiting Indicator	Yes	
All Calls Programmable Line Key	Yes	
Answer Programmable Line Key	Yes	
Unified Session Presentation	Yes	Conference is the only feature supported.
Voicemail	Yes	Your voicemail will not be synchronized with other users in the Cisco Unified Communications Manager cluster.
Speed Dial	Yes	
Service IRL Programmable Line Key	Yes	
To Voicemail (iDivert)	No	The iDivert softkey does not display.
Line Filters	Partial	Lines are supported but cannot be shared.
Park Monitoring	No	The Park softkey does not display.
Barge	No	You see the message "That feature is not currently available."
Enhanced Message Waiting Indication	No	Message count badges do not appear on the phone screen. Only the Message Waiting icon displays.
Directed Call Park	No	The softkey does not display.
BLF (Line Status)	Yes	
Hold Reversion	No	Calls remain on hold indefinitely.
Remote Hold	No	Calls appear as Local Hold calls.
Meet Me	No	The Meet Me softkey does not display.
PickUp	No	The softkey causes no action.

Feature	Supported	Notes
Group PickUp	No	The softkey causes no action.
Other PickUp	No	The softkey causes no action.
Malicious Call ID	No	The softkey causes no action.
QRT	No	The softkey causes no action.
Hunt Group	No	The softkey causes no action.
Intercom	No	The softkey causes no action.
Mobility	No	The softkey causes no action.
Privacy	No	The softkey causes no action.
Call Back	No	The Call Back softkey does not display.
Shared line	Yes	
Video	Yes	

When your phone loses connectivity, your phone may display a message like this: *Service interruption. Some features unavailable.*

Agent Greeting

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

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

For more information, contact your system administrator.

Answer

Answer allows you to answer the oldest call that is available on all line appearances on your phone, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls are always given priority over Held or Park Reversion calls.

Your system administrator sets up the Answer button depending on your call-handling needs and work environment. This feature is typically set up for users who have multiple lines.

When you get a call, you see a notification window on the phone screen, called a call toast. The call toast remains visible for a preset amount of time. Your system administrator sets up the default time.

If an incoming call has been call forwarded from another phone, you may see additional information to identify that the call has been forwarded. Your system administrator controls the amount of additional information that is displayed. Additional information can identify the person who forwarded the call to you and the caller information.

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

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

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

Answer Oldest Call First

Procedure

To answer the oldest incoming call first, press **Answer**.

Auto Answer

Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work with either your speakerphone or headset.




Note

If you have Auto Answer set up for the speakerphone, and you change the call to the headset, your next incoming call rings on the headset. If you have Auto Answer set up for the headset, and you change the call to the speakerphone, your next incoming call rings on the speakerphone. Auto Answer makes sure that the call is answered; it does not override the location where you interacted with a previous call.

Auto Answer with Headset

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

- Auto Answer with Headset is enabled by your system administrator.
- The Headset button  is illuminated.
- The headset is connected to the phone.

Otherwise, calls ring normally and you manually answer them.

To keep the **Headset** button illuminated, use buttons and softkeys (instead of the **Headset** button) to place and end calls. Your administrator sets the headset as the default audio path for Auto Answer.

Auto Answer with Speakerphone

Keep the handset in the cradle and the Headset button  unlit. Otherwise, calls ring normally and you must manually answer them.

Barge

Barge allows you to add yourself to non-private calls on a shared line. You can convert the call into a conference and add new participants.

Related Topics

[Prompt for Barge](#)

Add Yourself to Call On Shared Line

Procedure

Press the red line button for the shared line.
You are added to the call.

Call Back

Call Back allows you to receive an audio and a visual notification on your phone when a busy or unavailable party becomes available.

Callback may appear on your phone as a feature button or a softkey. For more information, contact your system administrator.

Set Up Call Back Notification

Procedure

-
- Step 1** Press **Callback** while listening to the busy tone or ring sound.
A confirmation screen displays on the phone.
 - Step 2** Press **Exit** to exit the confirmation screen.
Your phone alerts you when the line is free.
 - Step 3** Press **Dial** to place the call again.
-

Call Forward

Call Forward allows you to forward calls from any line on your phone to another number.

There are two types of call-forwarding features that your system administrator may set up on your phone:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive. You can set up Call Forward All directly on your phone for any line. To set up Call Forward All remotely, go to your User Options web pages.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions, and is accessible only from your User Options web pages.

When forwarding calls from your phone:

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- Call forwarding is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.
- Your system administrator can set up other call-forward options that do the following:
 - Allow calls placed from the call forward target number to your phone to ring through, rather than be forwarded.
 - Prevent you from creating a call-forward loop or exceeding the maximum number of links in a call forwarding chain.

Related Topics


[Set up call forwarding per line](#)

Forward All Calls

Procedure


Step 1 On any idle line from which you want to forward your calls, press **Forward All**.

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

Depending on how your voicemail system is set up, you may be able to press **Messages**  to forward all calls to voicemail.

Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.

Step 3 To verify that your calls are forwarded, look for:

- A Forward All  icon in the line label.

- The forwarding information in the header.

Step 4 To cancel call forwarding, press **Forward Off**.

Step 5 To set up conditional call forwarding, go to your User Options web page.

Call Park

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

There are two ways you can park a call:

Park

Allows you to park an active call that you answered on your phone, and retrieve it using another phone in the Cisco Unified Communications Manager system.

Directed Call Park

Allows you to park and retrieve an active call in two different ways:

- Assisted Directed Call Park—Allows you to park an active call using a feature button, which your system administrator sets up as a speed-dial line.

With this type of directed call, you can monitor the status of the line (in-use, idle, or Do Not Disturb) using Line Status indicators.

- Manual Directed Call Park—Allows you to park an active call by transferring it to a Directed Call number, which your system administrator sets up.

You retrieve the call at another phone by dialing a park retrieval prefix number (provided by your system administrator) and then dialing the Directed Call number you used to park the call.

Your system administrator sets up either the Directed Call Park or the Park feature on your phone, but not both.

Related Topics

[Line Status](#), on page 59

Park and Retrieve Call Using Park

Procedure

Step 1 During a call, press **Park**, 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** From any other Cisco Unified IP Phone in your network, enter the number where the call is parked to retrieve the call.
- Step 3** If you do not retrieve the call within a certain amount of time (set by your system administrator) you receive an alert tone, at which time you can:
- Press **Answer** to answer the call on your phone.
 - Retrieve the call from another phone.

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

Park Call Using Assisted Directed Call Park

Procedure

- Step 1** During a call, press **Directed Call Park** displaying an idle Line Status indicator.
- Step 2** Retrieve the call from any other Cisco Unified IP Phone in your network as follows:
- a) Enter the park retrieval prefix.
 - b) Dial the Directed Call number.

Example:


If the park retrieval prefix is "99" and the Directed Call number is "1234," enter 991234.

- Step 3** If you do not retrieve the call within a certain amount of time (set by your system administrator) you receive an alert tone, at which time you can:
- Press **Resume** to resume the call on your phone.
 - Retrieve the call from another phone.

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

Park Call Using Manual Directed Call Park

Procedure

- Step 1** During a call, press **Transfer** .
- Step 2** Enter the Directed Call number where you will park the call.
- Step 3** Press **Transfer** again to finish parking the call, then hang up.
- Step 4** Retrieve the call from any other Cisco Unified IP Phone in your network as follows:
- a) Enter the park retrieval prefix.
 - b) Dial the Directed Call number.

Example:

If the park retrieval prefix is “99” and the Directed Call number is “1234,” enter 991234.

- Step 5** If you do not retrieve the call within a certain amount of time (set by your system administrator) you will receive an alert tone, at which time you can:
- Press **Resume** to resume the call on your phone.
 - Retrieve the call from another phone.

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

Call PickUp

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

There are three ways you can pick up a call:

- **PickUp**—Allows you to answer a call ringing on another phone within your call pickup group.
 - If multiple calls are available for pick up, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- **Group PickUp**—Allows you to answer a call on a phone that is outside your call pickup group by:
 - Using a group pickup number (provided by your system administrator).
 - Dialing the number of the ringing phone.
- **Other PickUp**—Allows you to answer a call ringing on another phone within in your call pickup group or in an associated call pickup group.

Your system administrator sets up your call pickup group and your call pickup softkeys, depending on your call-handling needs and work environment.

You can also monitor and pick up ringing calls using Line Status indicators if your system administrator has set up Line Status indicators on speed-dial buttons for you. Line Status indicators allow you to see if a line that is associated with a speed-dial button is idle, in-use, in a Do Not Disturb state, or ringing.

Related Topics

[Line Status Indicators](#), on page 59

Answer Call Using PickUp

Procedure

- Step 1** Perform one of the following actions:
- Press **PickUp** to transfer a ringing call within your pickup group to your phone.
 - If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, then press **PickUp**.

If your phone supports autpickup, you are connected to the call.

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

Answer Call Using Group PickUp and Group PickUp Number

Procedure

- Step 1** Perform one of the following actions:
- Press **Group PickUp** to answer a call on a phone outside your pickup group.
 - If you have multiple lines and want to pick up the call on another line, first press the desired line button, then press **Group PickUp**.

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

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

Answer Call Using Group PickUp and Phone Number

Procedure

- Step 1** Perform one of the following actions:

- Press **Group PickUp**.
- If you have multiple lines and want to pick up the call on a nonprimary line, first press the desired line button, and then press **Group PickUp**.

Step 2 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.

If your phone supports autpickup, you are now connected to the call.

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

Answer Call Using Other PickUp

Procedure

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

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

Call Waiting

Call Waiting provides the following to notify you that a new call is ringing on your phone when you are talking on another call:

- Call Waiting tone (single beep)
- An amber flashing line button

This feature is configured by the administrator.

Call Waiting Response

To answer the ringing call, press the flashing amber line button or press the Answer softkey to answer the call. You can also use the Navigation pad and scroll to the call and press the Select button to answer it. Your phone puts the original call on hold automatically and connects the ringing call.

- If the call is on a different line, you must first press the line button or the All Calls button, if available, to display the ringing session and then answer the call.
- If the call is on the same line and not visible because there are many calls, you must scroll to display the sessions.
- If a programmable feature button is set up by your system administrator to answer calls, you can press the feature button to answer a ringing call, regardless of the line of the call or the line that is currently visible. The phone automatically switches the line to display the call.

Client Matter Code

Your system administrator can set up your phone to request that you enter a Client Matter Code (CMC) after you dial a phone number. The CMC can be used for accounting or billing codes, and your system administrator assigns CMCs.

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

Related Topics

[Forced Authorization Code, on page 55](#)

Conference

Conference allows you to talk simultaneously with multiple parties in an ad hoc meeting.

When you are talking on a call, use **Conference** to dial another party and add them to the call.

If you have multiple phone lines, you can alternately use **Conference** to combine two calls across two lines. For example, if you have a call on Line 1 and a call on Line 2, you can combine the calls into a conference.

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


Related Topics

[Barge, on page 44](#)

[Meet Me Conference, on page 60](#)

Add Party to Call to Create Conference

Procedure


- Step 1** Start with a connected call that is not on hold.
- Step 2** Press **Conference**  and do one of the following:
- Enter the phone number for the party you want to add and press **Call**.
 - Press a speed-dial button.
 - Press **Speed Dial**, enter a speed-dial number and press **Speed Dial** again.
 - Press **Active Calls** and select a call.
 - Select a call from the Call History.
- Step 3** Wait for the party to answer (or skip to step 4 while the call is ringing).
- Step 4** Press **Conference**.

The conference begins.

Join Calls into Conference

The conference is established on the line that had the active call.

Procedure

- Step 1** Start with two connected calls.
- Step 2** Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
- Step 3** Press **Conference** .
- Step 4** Press the line button for the other (held) call or if the held call is on another line:
- Press **Active Calls**.
 - Choose a call from the list.
 - Press **Conference**.

The conference begins. The conference is established on the line that had the active call.

Swap Between Calls Before Completing Conference

Use this procedure to consult privately with the conference and another person, before adding the person into the conference.

Procedure

- Step 1** Call a new conference participant, but do not add the participant to the conference.
- Step 2** Press **Swap** to toggle between the participant and the conference.
-

View Conference Participants

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

Procedure

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

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

Remove Conference Participants


Procedure

- Step 1** While in a conference, press **Show Details**.
- Step 2** Highlight the participant that you want to remove, then press **Remove**.
-

Divert

Divert allows you to send an active or ringing call to your voicemail system or to a predetermined phone number (set up by your system administrator).

Divert Call

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

Procedure

- Step 1** To redirect an incoming (ringing) call while on another call, use the **Navigation**



pad to highlight the incoming call, then press **Divert**. Otherwise press **Divert** to redirect the current, active call.

- Step 2** To redirect an incoming call while not on a call, press **Divert**.
- Step 3** To redirect a held call, first resume the call and then press **Divert**.
-

Do Not Disturb

Do Not Disturb (DND) allows you to turn off either:

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

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

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

Your system administrator sets up a line button or softkey on your phone for DND with the ringer and visual notifications off by default. However, you can change your DND options from your User Options web pages.

Turn DND On and Off

Procedure

- Step 1** Press **DND** to turn on DND.
Visual confirmation displays briefly.
- Step 2** Press **DND** again to turn off DND.
Visual confirmation displays briefly.
-



Extension Mobility

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

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

Enable Extension Mobility

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Extension Mobility**. The label may vary.
- Step 3** Enter the user ID and PIN provided by your system administrator.
- Step 4** If prompted, select a device profile.
Running applications also appear in the Running Applications window.
- Step 5** To sign out, press **Applications** .
- Step 6** Select **Extension Mobility**. The label may vary.
- Step 7** When prompted to sign out, press **Yes**.
-

Fast Dial

Fast Dial allows you dial a phone number from the Fast Dial service on your phone. Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options web page.

Related Topics

[Fast Dial Setup, on page 89](#)

Place Call with Fast Dial Button

Before You Begin

Before you can use Fast Dial on your phone, you must set up Fast Dial on your User Options web page.

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.
-

Forced Authorization Code

Your system administrator can set up your phone to request that you enter a Forced Authorization Code (FAC) after you dial a phone number. The FAC controls access to phone numbers, and your system administrator assigns FACs.

When required, the phone displays `Enter Authorization Code`, the dialed number changes to `*****`, and you hear a special tone. Enter the FAC for the call using the keypad, noting that the phone displays a `*` instead of the number entered.

Related Topics

[Client Matter Code, on page 51](#)



Hold

Hold allows you to put an active call into a held state. Your phone allows one active call at a time; other calls are put on hold.

Hold works with your phone handset as well as with USB headsets.

Put Call on Hold

Procedure

- Step 1** To put a call on hold, press the **Hold** button .
The Hold icon  displays and the line button pulses green.
- Step 2** To resume the highlighted call, do one of these:
 - Press **Hold** again.

- Press the pulsing green line button.
 - Press the **Resume** softkey.
 - Press the Select button in the Navigation pad.
-

Swap Between Holding and Active Calls

You can use line buttons to swap between holding and connected calls. For example, if you have a held call and an active call, pressing the line button for the held call resumes that call and places the other call on hold automatically.

Put Call On Hold by Answering New Call

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

You can answer the new call by:


- Pressing the flashing amber line button.
- Navigating to the new call by using the **Navigation** pad and either pressing the **Answer** softkey or the **Select** button.

Determine If Shared Line Is On Hold

Procedure

Look for a pulsing red line button and the Hold  icon. When these indicators display, a call on the shared line has been put on hold remotely by another user.

Remote Hold

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

Hold Reversion

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

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

- Single ring, repeating at intervals

- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

Respond to Hold Reversion Notification

Procedure

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

Hunt Groups

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

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

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

Your administrator sets up the Queue Status button so that you can view statistics about the queue for the hunt group.

Calls in the group call queue display the same call identification number, no matter which group phone accesses the list.

Sign In and Out of Hunt Group

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

Procedure

-
- Step 1** Press **Hunt Group** to sign in.
Visual confirmation displays briefly.
 - Step 2** Press **Hunt Group** again to sign out.
-

Display Queue Statistics

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

Procedure

- Step 1** Press **Queue Status**. The Queue status window appears.
 - Step 2** To refresh the statistics, press **Refresh**.
 - Step 3** To exit, press **Exit**.
-

Intercom

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

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

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

Place Dedicated Intercom Call

Procedure

- Step 1** Press **Intercom**.
Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.
 - Step 2** Listen for the intercom alert tone, then begin speaking.
 - Step 3** Press **Intercom** to end the call.
-

Place Dialable Intercom Call

Procedure

- Step 1** Press **Intercom**.
 - Step 2** Enter the intercom code.
Your phone enters whisper mode until the recipient accepts the intercom call. If you are on an active call, that call is placed on hold.
 - Step 3** Listen for the intercom alert tone, then begin speaking.
 - Step 4** Press **Intercom** to end the call.
-

Receive Intercom Call

Procedure





-
- Step 1** When an intercom call comes to your phone, you receive a message on your phone screen, an audible alert, and your phone answers the intercom call with mute activated. You can handle the intercom call in one of these ways:
- Listen to the intercom caller in whisper mode. Any current call activity you are already engaged in continues simultaneously. In whisper mode, the intercom caller cannot hear you.
 - 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.
-

Line Status

Line Status indicators allow you to view the state of a phone line that is associated with a speed-dial button. Your system administrator sets up Line Status indicators on your phone.

Line Status Indicators

Line status indicators show the state of a line.

Icon	Indicator
	Line is in use.
	Line is idle.
	Line is ringing. Only for Call Pickup.
	Line is in a Do Not Disturb (DND) state.

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

- **Directed Call Park**

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

- **Directed Call Park**

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

- **Call Pickup**

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

Your system administrator can also set up your phone to play an audible alert when a call is ringing on the monitored line.

- **Speed Dial**

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

Related Topics

[Call Park](#)

[Call PickUp, on page 48](#)

[Speed Dial](#)

Malicious Call Identification

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

Trace Suspicious Call

Procedure

Press **Report Caller** to send a silent notification message to your system administrator.

When the silent notification message is sent, your phone provides both a visual and audible confirmation.

Meet Me Conference

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

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

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

Host Meet Me Conference

Procedure

- Step 1** Obtain a Meet Me phone number from your system administrator.
 - Step 2** Distribute the Meet Me phone number to participants.
 - Step 3** When you are ready to start the meeting, lift the handset to get a dial tone and then press **Meet Me**.
 - Step 4** Dial the Meet Me phone number.
-

Join Meet Me Conference

Procedure

- Step 1** Dial the Meet Me phone number provided by the conference host.
 - Step 2** If you hear a busy tone, the host has not yet joined the conference. In this case, hang up and try your call again.
-

Mobile Connect

Mobile Connect allows you to use your mobile phone to handle calls associated with your desk phone number. When you enable Mobile Connect:

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

To set up Mobile Connect, use the User Options web pages to set up remote destinations and create access lists to allow or block calls from specific phone numbers from being passed to the remote destinations.

Related Topics

[Mobility Settings](#)

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

Procedure

- Step 1** Press **Mobility** to display the current remote destination status (Enabled or Disabled).
 - Step 2** Press **Select** to change the status.
 - Step 3** Press **Exit**.
-

Related Topics

[Add remote destination](#)

Switch Desk Phone Call to Mobile Phone

Procedure

- Step 1** Press **Mobility**.
 - Step 2** Select **To mobile**.
 - Step 3** Answer the in-progress call on your mobile phone.
You cannot use the same phone line for any other calls, but if your desk phone supports multiple lines, you can use another line to make or receive calls.

The desk phone line button turns red and the handset icons and the calling party number appear on the phone display.
-

Switch Mobile Call to Desk Phone

Procedure

- Step 1** Select a line on your desk phone.
 - Step 2** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
 - Step 3** Press **Resume** on your desk phone within five to 10 seconds and start talking on the desk phone.
-

Hand Off Call from Mobile Phone to Desk Phone

Procedure

- Step 1** While on your mobile phone, enter the access code for the handoff feature. Contact your system administrator for a list of access codes.
- Step 2** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
- Step 3** Press the **Answer** softkey on your desk phone within 10 seconds and start talking on the desk phone. Your system administrator sets the number of seconds to answer the call on your desk phone. The Cisco Unified devices that share the same line display a `Remote In Use` message.
-

Monitoring and Recording

Monitoring and Recording allows you to monitor and record calls if desired. Your system administrator enables this feature, which can be set up for automatic recording of all calls or recording of individual calls, when required.

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

You may hear notification tones during call monitoring and recording. By default, the person who monitors the call and records it (if also configured) does not hear the notification tones.

For more information, contact your system administrator.

Multiple Calls Per Line

Each line can support multiple calls. By default, your phone supports four active calls per line, and a maximum of 24 active calls per line. Your system administrator can adjust this number (not exceeding 24 calls) according to your need. Only one call can be connected at any time; other calls are automatically placed on hold.

If there are multiple calls on the line when a call completes, the phone screen displays a list of other calls on the line.

Answer Second Call on Same Line

Procedure

To answer a second call on the same line, press the flashing amber line button. The phone places any active calls on hold, and the second call becomes active.

The phone screen text changes based on the active call and the number of calls on the line.

Switch Between Multiple Calls on Same Line

Procedure

- Step 1** Select a call using one of the following actions:
- Use the **Navigation** pad and **Select** button to select a call.
 - Press the line button to switch between two calls on the same line.
- Step 2** If there are more than two calls on the line, select the call from the call list and resume the call.
-

Move from Line to Another Line with Multiple Calls

Procedure

- Step 1** Press the line button for the call to which you are switching.
If a single call is holding on the line, the call automatically resumes.
- Step 2** If multiple calls are holding, the phone prompts you to select a call. Highlight the appropriate call and press **Resume**.
-

Create Conference with Two Calls on Same Line

Procedure

- Step 1** With two connected calls on the same line, select a call to make it the active call (the second call is put on hold).
- Step 2** Press **Conference**.
- Step 3** Perform one of the following actions:
- Enter the new participant's phone number and wait for the call to connect.
 - Select the call to add to the conference from the list of calls on the line.
 - Press another line button and select a call from that call list.
- Step 4** After calling a new conference participant, but before adding the participant to the conference, you can press **Swap** to toggle between the two calls.
This allows you to consult privately with the participant on each call before you complete the conference.
- Step 5** Press **Conference** to add the participant to your call. This step is not required if you are adding the participant from a separate line that has only one connected call.

The conference begins.

- Step 6** Repeat to add additional participants.
-

Transfer Two Calls on Same Line

Procedure

- Step 1** Verify that you are on an active call (not on hold).
- Step 2** Press **Transfer**.
- Step 3** Perform one of the following actions:
- Enter the transfer recipient's phone number.
 - Press a speed-dial button.
 - Select the call to transfer to from the list of calls on the line.
 - Press another line button and select a call from that call list.
- Step 4** Wait for the recipient to answer. Or, skip to Step 6 while the call is ringing.
- Step 5** You can press **Swap** to toggle between the two calls.
This allows you to consult privately with the participant on each call before you complete the transfer.
- Step 6** Press **Transfer** again. This step is not required if you are transferring to a call on a separate line that has only one connected call
The transfer is complete.
-

Multiple Incoming Alert Calls

If there is a second incoming call on the line while the first call is ringing, the phone screen text changes according to the total number of incoming calls.

- If there are more incoming calls, press **Answer** to view all calls on all lines.
- If there is any incoming call on the same line, the phone adds the call to the call list. If you press the line button, you can view the list of calls on the line.
- If there are two simultaneous incoming calls on the phone:
 - Press **Answer** or line button to answer the call.
 - Press the line button of another line to view the list of incoming calls on that line.

Shared Line

If there are two or three remote calls on the shared line, the caller ID indicates the number of calls on the line and the state of the call.

- If at least one call is on hold on the line, the line button flashes red.
- If all the calls are active, the line button flashes solid red.

Mute

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


Mute Phone

Procedure

- Step 1** Press **Mute**  to turn Mute on.
Visual confirmation displays.
- Step 2** Press **Mute** again to turn Mute off.
-

Mute Video

Procedure

- Step 1** Press the **Video Mute** button  to mute the camera video.
Visual confirmation displays.
- Step 2** Press the **Video Mute** button again to unmute the camera video.
-

On-Hook Dialing

On-hook dialing allows you to enter a phone number before getting a dial tone and lift the handset to complete the call.

Your system administrator can enable your phone to check your Call History records and display the closest matches while you are entering the number. For example, if your Call History has the entry 987-6543, this entry displays as you enter the digits 987. When the desired number displays, you can select it to place the call to that number.

Dial number On-Hook

Procedure

- Step 1** Enter or speed-dial a phone number. The On-Hook Dialing screen displays.
 - Step 2** Press **Call**. If you are specifying an Abbreviated Dial, enter the abbreviated number and then press **Speed Dial**.
 - Step 3** Lift the handset, or press the **Speakerphone** or **Headset** button.
 - Step 4** If you hear a tone and see the message "Enter Authorization Code," enter the Forced Authorization Code (FAC) given to you by your system administrator.
If authorized by the system, the call proceeds.
 - Step 5** If you hear a tone and see the message "Enter Client Matter Code", enter the Client Matter Code (CMC) given to you by your system administrator.
If authorized by the system, the call proceeds.
-

Dial Number On-Hook with Call Log Filtering

Procedure

- Step 1** With the phone on-hook, start to enter a phone number.
As you enter numbers, the phone searches the call history records and finds the records that match the digits entered.
 - Step 2** If there are matching records, use the **Navigation** pad and **Select** button to select the number or continuing entering the digits of the phone number.
 - Step 3** Select **Call**.
The phone places a call to the selected number.
-

Plus Dialing

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

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

Dial International Number

Procedure

- Step 1** Press and hold star (*) for at least 1 second.
The plus (+) sign displays as the first digit in the phone number.
The corresponding tone stops to indicate that the * has changed to a + sign.
- Step 2** Dial the international number.
-

Privacy

Privacy allows you to prevent 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.

Related Topics

[Shared Lines](#), on page 70

Enable Privacy on Shared Line

Procedure

- Step 1** Press **Privacy** to enable the feature.
Visual confirmation displays on your phone screen for as long as the feature is enabled.
- Step 2** Press **Privacy** again to turn off the feature.
-

Quality Reporting Tool

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

Report Phone Problems

Procedure

- Step 1** Press **Report Quality**.
- Step 2** Use the **Navigation** pad and the **Select** button to scroll and select the item that most closely matches your problem.
- Step 3** Press the **Select** softkey.
The information is sent to your system administrator.
-

Redial

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

Redial Number

Procedure

- Step 1** To place the call on any phone line, press **Redial**.
- Step 2** To place the call on a specific phone line, select the line to obtain dial tone and press **Redial**.
-

Secure and Nonsecure Indication Tone

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

Only protected phones hear these secure or nonsecure indication tones. Nonprotected phones do not hear the secure or nonsecure tones. If the overall call status changes during the call, the protected phone plays the appropriate tone.

A protected phone plays a tone or not under these circumstances:

- When the option to play a tone, Play Secure Indication Tone option, is enabled (True):
 - When end-to-end secure media is established and the call status is secure, the phone plays the secure indication tone (three long beeps with pauses).
 - When end-to-end nonsecure media is established and the call status is nonsecure, the phone plays the nonsecure indication tone (six short beeps with brief pauses).
- When the Play Secure Indication Tone option is disabled, no tone plays.

For more information, contact your system administrator.

Shared Lines

Shared lines allow you to use one phone number for multiple phones and either you or your coworker can answer the call. When the line flashes red, your coworker can pick up the call.

If you share a line with a coworker:

- When a call comes in on the shared line:
 - Your phone rings and the line button flashes amber.
 - Your coworker's phone rings and the line button flashes amber.
- When your coworker has a call on the shared line:
 - The shared line button on your phone appears solid red to indicate that the line is in-use remotely.
 - The coworker's call displays on your screen (unless your coworker has Privacy enabled).
- If you put the call on hold:
 - Your line button pulses green
 - Your coworker's line button pulses red.
- You or the coworker can join a call on the shared line using the Barge feature. Barge converts the call into a conference. To barge, press the red session button for the remote in-use call on the shared line.

Related Topics

[Barge, on page 44](#)

[Privacy, on page 68](#)

Speed Dial

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

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

- Speed-dial buttons—Allow you to quickly dial a phone number from one or more line buttons set up for speed dialing.

If your system administrator has set up the Line Status feature, you can monitor the status of a speed-dial line by using the line status indicators.
- Speed-dial codes—Allow you to dial a phone number from a code (sometimes referred to as abbreviated dialing).

You can also use Speed Dial to reach telephone numbers that require a Forced Authorization Code (FAC), Client Matter Code (CMC), or additional digits (such as a user extension, a meeting access code, or a voicemail password). These numbers usually require you to input pause characters in the digit string.

Related Topics

- [Speed Dial Setup in User Options, on page 81](#)
- [Line Status Indicators](#)
- [Speed Dial Pause, on page 81](#)

Place Call with Speed-Dial Button

Before You Begin

Before you can use speed-dial buttons on your phone, you must set up Speed Dial on your User Options web page.

Procedure

To place a call, press a speed-dial button  on the left side of your phone.

Use Speed-Dial Code On-Hook

Before You Begin

Before you can use speed-dial codes on your phone, you must set up the codes on your User Options web page.

Procedure

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

Use Speed-Dial Code Off-Hook

Before You Begin

Before you can use speed-dial codes on your phone, you must set up the codes on your User Options web page.

Procedure

-
- Step 1** Lift the handset and press **Speed Dial**.
 - Step 2** Enter the speed-dial code and press **Speed Dial** again to complete the call.
-

Transfer

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

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

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

Transfer Call to Another Number

Procedure

Step 1 Start with an active call (not on hold).

Step 2 Press **Transfer**  and do one of the following to enter the transfer recipient's phone number:

- Press the pulsing green session button of a held call (right side).
- Enter the transfer recipient's phone number.
- Scroll to a Call History record and press **Call**.
- Press a speed-dial button.
- Press **Speed Dial**, enter a speed-dial number or highlight the number you want to call, and press **Speed Dial** again.
- Press **Active Calls** and select a held call. The transfer completes immediately.

Step 3 Press **Transfer** or **Trnsfer**.
You do not need to wait for the recipient to answer to complete the transfer.

Swap Between Calls Before Completing Transfer

After you connect to the transfer recipient—but before you transfer a call to this party—you can press **Swap** to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.

Video calls

Your phone can handle calls that contain audio and video components.

When you are in a video call, the video part of the call can fail because of insufficient network bandwidth. The audio part of the call continues, but the video part of the call does not occur. If you require the video part, hang up, wait a few minutes, and start the call again. If there is still insufficient bandwidth, contact your system administrator.

During an audio-only call, press the Video Mute button to start video for the call (if the phone on the other end of the call can support video). If you are on an audio-only call and the other party sends a video request, a window displays for you to enable or decline the video.

Related Topics

- [Enable Video on PC, on page 22](#)
- [Video settings, on page 19](#)
- [Camera settings, on page 18](#)

Video calls and security

The audio for a call can be secure or nonsecure. Similarly, the video stream for a call can be secure or nonsecure. Depending on the system configuration, the Secure icon displays when only audio stream is secure or when both audio and video streams are secure. For more information, contact your system administrator.

Visual Voicemail

Visual Voicemail is an alternative to audio voicemail. You use your phone 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.

For more information, see *Quick Start Guide for Visual Voicemail* at http://www.cisco.com/en/US/partner/products/ps6509/products_user_guide_list.html.

WebDialer

Cisco WebDialer allows you to make calls on your Cisco Unified IP Phone to directory contacts by selecting items in a web browser. Your system administrator sets up this feature for you.

Use WebDialer with Cisco Directory

Procedure

- Step 1** Sign in to your User Options web pages.
 - Step 2** Select **User Options** > **Directory** and search for a coworker.
 - Step 3** Select the number that you want to dial.
 - Step 4** If this is your first time using WebDialer, review the preferences on the Make Call window.
 - Step 5** Select **Dial**.
The call is now placed on your phone.
 - Step 6** To end a call, select **Hang up** or hang up your handset.
-

Use WebDialer with Another Online Corporate Directory

Procedure


- Step 1** Sign in to a WebDialer-enabled corporate directory and search for coworkers.
- Step 2** Select the number that you want to dial.
- Step 3** When prompted, enter your user ID and password.
- Step 4** If this is your first time using WebDialer, review the preferences on the Make Call window.
- Step 5** Select **Dial**.
The call is now placed on your phone.
- Step 6** To end a call, select **Hang up** or hang up your handset.
-

Change WebDialer Preferences

Procedure


- Step 1** Initiate a call using WebDialer to access the Make Call window.
The Make Call window displays the first time that you use WebDialer (after you select the number that you want to dial).
- Step 2** Select one of the following options from the Make Call window:
- Preferred language: Determines the language used for WebDialer settings and prompts.
 - Use preferred device: Identifies the Cisco Unified IP Phone (calling device) and directory number (calling line) that you use to place WebDialer calls.

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

- Step 3** If the phone and line are not automatically selected, choose a phone or line.
If you have more than one phone of the same type, the list identifies the phone by device type and MAC address. To display the MAC address on your phone, select **Applications**  > **Phone Information**.
- Step 4** If you have an Extension Mobility profile, select **Extension Mobility** from the Calling Device drop-down menu from the Make Call window.
- Do not display call confirmation: If selected, the WebDialer Make Call window does not display the next time WebDialer is used. Calls will automatically dial after you select a contact from the Cisco directory.
 - Disable Auto Close: If selected, the call window does not close automatically after 15 seconds.
-

Sign Out of WebDialer

Procedure

Select the **Sign Out**  icon in the Make Call or Hang Up window.



User Options

- [User Options Web Pages](#), page 77
- [Device Settings](#), page 78
- [User Settings](#), page 85
- [Directory](#), page 86
- [Personal Address Book Setup](#), page 87
- [Fast Dial Setup](#), page 89
- [Mobility Settings](#), page 91
- [Plugins](#), page 93

User Options Web Pages

Your Cisco Unified IP Phone is a network device that can share information with other network devices in your company, including your personal computer.

You can use your computer to sign in to your Cisco Unified CM User Options web pages, where you can control features, settings, and services for your Cisco Unified IP Phone. For example, you can set up speed-dial buttons from your User Options web pages.

After you have signed in to your User Options web pages, select **User Options** to access the following pages:

- Device
- User Settings
- Directory
- Personal Address Book
- Fast Dials
- Mobility Settings
- Plugins

Related Topics

[Phone contacts](#), on page 29

[Call Forward](#), on page 45

Sign In and Out of User Options Web Pages

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

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

Procedure

- Step 1** Obtain the User Options URL, user ID, and default password from your system administrator.
 - Step 2** Open a web browser on your computer and enter the URL.
 - Step 3** If prompted to accept security settings, select **Yes** or **Install Certificate**.
 - Step 4** Enter your user ID in the Username field.
 - Step 5** Enter your password in the Password field.
 - Step 6** Select **Login**.
The Cisco Unified CM User Options home page displays. From this page you can select **User Options** to select a device, access User Settings, Directory features, your Personal Address Book, and Fast Dials.
 - Step 7** To sign out of your User Options web pages, select **Logout**.
-

Device Settings

You can make changes to your device settings on your phone from the User Options web pages. You can make changes to these device settings on your phone:

Select Device from User Options Web Page

Procedure

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

Customize Do Not Disturb Options

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
- Step 2** Set the following options:
- Do Not Disturb: Check the check box to enable or disable DND.
 - DND Option: Select either None or Ringer Off (to turn off only the ringer).
 - DND Incoming Call Alert (applies to either DND option set): Set the alert to Beep Only, Flash Only, Disable, or select **None** (to use the Alert setting set up by your system administrator).
- Step 3** Select **Save**.
-

Related Topics

[Do Not Disturb, on page 53](#)

Line Settings

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

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

Related Topics

[Call Forward, on page 45](#)

[Call History, on page 13](#)

Set Up Call Forward Per Line

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
- Step 2** Select a phone from the Name drop-down menu.
- Step 3** Select **Line Settings**.
- Step 4** If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
- Step 5** In the Incoming Call Forwarding area, select call forwarding settings for various conditions.
- Step 6** Select **Save**.
-

Change Voice Message Indicator Setting Per Line

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select a phone from the Name drop-down menu.
 - Step 3** Select **Line Settings**.
 - Step 4** (Optional) If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
 - Step 5** In the Message Waiting Lamp area, choose from various settings.
Typically, the default message waiting setting prompts your phone to display a steady red light from the handset light strip to indicate a new voice message.
 - Step 6** Select **Save**.
-

Change Audible Voice Message Indicator Setting Per Line

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select a phone from the Name drop-down menu.
 - Step 3** Select **Line Settings**.
 - Step 4** If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
 - Step 5** In the Audible Message Waiting Lamp area, choose the desired setting.
 - Step 6** Select **Save**.
-

Change Ring Settings Per Line

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
- Step 2** Select a phone from the Name drop-down menu.
- Step 3** Select **Line Settings**.
- Step 4** If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
- Step 5** In the Ring Settings area, set the option for Ring Setting (Phone Idle) and Ring Setting (Phone Active) from the drop-down menus.

The options are:

- Use System Default
- Disable
- Flash Only
- Ring Once
- Ring
- Beep Only [this option is only available for Ring Setting (Phone Active)]

Step 6 Select **Save**.

Edit Line Text Label for Phone Display

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
- Step 2** Select a phone from the Name drop-down menu.
- Step 3** Select **Line Settings**.
- Step 4** If you have more than one directory number (line) assigned to your phone, select a line from the Line drop-down menu.
- Step 5** In the Line Text Label area, enter a text label.
- Step 6** Select **Save**.
-

Speed Dial Setup in User Options

Depending on how your phone has been set up, you can use speed-dial buttons and speed-dial codes, which you can set up on your User Options web pages.

Speed Dial Pause

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

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

**Note**

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

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

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

**Note**

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

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

The following sections contain example strings that show how to use the speed-dial feature.

Example 1

Consider the following requirements to access voicemail:

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

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

8000,123456#,,3

Example 2

Consider the following call requirements:

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

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

95556543,1234,9876,,56789#

Set Up Speed-Dial Buttons

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select a phone from the Name drop-down menu.
 - Step 3** Select **Speed Dials**.
 - Step 4** In the Speed Dial Settings area, enter a number and label for a speed-dial button on your phone.
 - Step 5** Select **Save**.
-

Set Up Speed-Dial Codes

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select a phone from the Name drop-down menu.
 - Step 3** Select **Speed Dials**.
 - Step 4** In the Abbreviated Dial Settings area, enter a number and label for a speed-dial code.
 - Step 5** Select **Save**.
-





Phone Services

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

The services available for your phone depend on how the system administrator set up the phone system and which services you are subscribed to. For more information, contact your system administrator.

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

Select a service by using one of these feature buttons:

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

Subscribe to Service

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select a phone from the Name drop-down menu.
 - Step 3** Select **Phone Services**.
 - Step 4** Select **Add New**.
 - Step 5** Select a service from the drop-down list and select **Next**.
 - Step 6** (Optional) Change the service label or enter additional service information, if available.
 - Step 7** Select **Save**.
-

Search for Services

Procedure

- Step 1** On your User Options web page, select a device.
 - Step 2** Select **Phone Services**.
 - Step 3** Select **Find**.
-

Change or End Services

Procedure

- Step 1** On your User Options web page, search for services.
 - Step 2** Select one or more entries.
 - Step 3** Select **Delete Selected**.
-

Change Service Name

Procedure

- Step 1** On your User Options web page, search for services.
 - Step 2** Select a service name.
 - Step 3** Change the information and select **Save**.
-

Add Service to Programmable Feature Button

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select a phone from the Name drop-down menu.
 - Step 3** Select **Service URL**.
Your system administrator sets up a service URL button for your phone.
 - Step 4** Select a service from the Button Service drop-down list .
 - Step 5** (Optional) If you want to rename the service, edit the label fields.
If your phone does not support double-byte character sets, it uses ASCII Label fields.
 - Step 6** Select **Save**.
 - Step 7** Select **Reset** to reset your phone to see the new button label on your phone.
-

User Settings

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

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

Change Browser Password

Procedure

- Step 1** On your User Options web page, select **User Options > User Settings**.
 - Step 2** Enter your current password.
 - Step 3** Enter your new password.
 - Step 4** Reenter your new password in the Confirm Password field.
 - Step 5** Select **Save**.
-

Change PIN

Procedure

- Step 1** On your User Options web page, select **User Options > User Settings**.
 - Step 2** Enter your current PIN.
 - Step 3** Enter your new PIN.
 - Step 4** Reenter your new PIN in the Confirm PIN field.
 - Step 5** Select **Save**.
-

Change User Options Language

Procedure

- Step 1** On your User Options web page, select **User Options > User Settings**.
 - Step 2** In the User Locale area, select an item from the Locale drop-down list.
 - Step 3** Select **Save**.
-

Change Phone Display Language

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select an item from the User Locale drop-down list.
 - Step 3** Select **Save**.
-

Directory

To get a list of coworkers in your corporate directory, select **User Options > Directory**.

The Directory features that you can access on your computer include:

- Personal Address Book (PAB), which can also be accessed from your phone
- Fast Dials, which can also be accessed from your phone
- Cisco Unified Communications Manager Address Book Synchronizer

Related Topics

- [Personal Directory, on page 30](#)
- [Corporate directory](#)

Personal Address Book Setup

You can add, delete, or update personal address book entries from the User Options web page.

Add New Personal Address Book Entry

Procedure

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


Search for Personal Address Book Entry

Procedure

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


Edit Personal Directory Entry

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Address Book** and search for an entry.
 - Step 4** Press **Select**.
 - Step 5** Press **Edit**.
 - Step 6** Modify the entry information.
 - Step 7** Press **Phones** to modify a phone number.
 - Step 8** Press **Update**.
-

Delete Personal Directory Entry

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to Personal Directory.
 - Step 3** Select **Personal Address Book** and search for an entry.
 - Step 4** Press **Select**.
 - Step 5** Press **Edit**.
 - Step 6** Press **Delete**.
You may need to press **More** first.
 - Step 7** Press **OK** to confirm the deletion.
-

Assign Button for Personal Address Book

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
- Step 2** Select a phone from the Name drop-down menu.
- Step 3** Select **Service URL**.
Your system administrator sets up your phone to display services. For more information, contact your system administrator.

- Step 4** Select the **Personal Address Book service** from the Button drop-down list.
 - Step 5** Enter a phone label for the button.
 - Step 6** Select **Save**.
 - Step 7** Select **Reset** and then select **Restart** to refresh the phone configuration.
You can now press the button to access personal address book codes.
-

Fast Dial Setup

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

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

Assign Feature Button for Fast Dial

Procedure

- Step 1** On your User Options web page, select **User Options > Device**.
 - Step 2** Select the service URL provided by your system administrator.
 - Step 3** Select the **Fast Dial** service from the Button drop-down list.
 - Step 4** Enter a phone label for the button.
 - Step 5** Select **Save**.
 - Step 6** Select **Reset** and then select **Restart** to refresh the phone configuration.
-

Assign Fast-Dial Code to Personal Address Book Entry

Procedure

- Step 1** On your User Options web page, select **User Options > Fast Dials**.
 - Step 2** Select **Add New**.
 - Step 3** Use the Search Options area to find the appropriate Personal Address Book entry.
 - Step 4** Select a phone number in the Search Results area.
 - Step 5** (Optional) Change the fast-dial code.
 - Step 6** Select **Save**.
-

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

Procedure

- Step 1** On your User Options web page, select **User Options > Fast Dials**.
 - Step 2** Select **Add New**.
 - Step 3** (Optional) Change the fast-dial code.
 - Step 4** Enter a phone number.
 - Step 5** Select **Save**.
-

Search for Fast-Dial Entry

Procedure

- Step 1** On your User Options web page, select **User Options > Fast Dials**.
 - Step 2** Specify search information and select **Find**.
-

Edit Fast-Dial Phone Number

Procedure

- Step 1** On your User Options web page, select **User Options > Fast Dials**.
 - Step 2** Search for the fast-dial entry that you want to edit.
 - Step 3** Select a component of the entry.
 - Step 4** Change the phone number.
 - Step 5** Select **Save**.
-

Delete Fast-Dial Personal Address Book Entry

Procedure

- Step 1** On your User Options web page, search for a fast-dial entry.
 - Step 2** Select one or more entries.
 - Step 3** Select **Delete Selected**.
-

Mobility Settings

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

Related Topics

[Mobile Connect](#)

Add New Remote Destination

Procedure

- Step 1** On your User Options web page, select **User Options > Mobility Settings > Remote Destinations**.
- Step 2** Select **Add New**.
- Step 3** Enter the following information:
 - **Name:** Enter a name for the mobile (or other) phone.
 - **Destination Number:** Enter your mobile phone number.
- Step 4** Select your remote destination profile from the drop-down list.
Your remote destination profile contains the settings that apply to remote destinations that you create.
- Step 5** Check the **Mobile Phone** check box to allow your remote destination to accept a call sent from your desk phone.
- Step 6** Check the **Enable Mobile Connect** check box to allow your remote destination to ring simultaneously with your desk phone.
- Step 7** Select one of the following options in the Ring Schedule area:
 - **All the time:** Select this option if you do not want to impose day and time restrictions on ringing the remote destination.
 - **As specified below:** Select this option and select from the following items to set up a ring schedule based on day and time:

- Select a check box for each day of the week you want to allow calls to ring the remote destination.
- For each day, select **All Day** or select the beginning and ending times from the drop-down lists.
- Select the time zone from the drop-down list.

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

Step 8 Select one of these ringing options:

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

Step 9 Select **Save**.

Create Access List

Procedure

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

Step 2 Select **Add New**.

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

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

Step 5 Select **Save**.

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

Step 7 Select an option from the Filter Mask drop-down list box.

You can filter a directory number, calls with restricted caller ID (Not Available), or calls with anonymous caller ID (Private).

Step 8 If you select a directory number from the Filter Mask drop-down list, enter a phone number or filter in the DN Mask field.

You can use the following wild cards to define a filter:

X (upper or lower case)

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

!

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

#

Used as a single digit for exact match.

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

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

Plugins

Plugins on your User Options web pages allow you to download and access applications that your system administrator sets up for you.

For more information, contact your system administrator.

Access Plugins

You can view plugins only if your system administrator has set them up for you.

Procedure

On your User Options web page, select **User Options > Plugins**.



Frequently Asked Questions and Troubleshooting Tips

- [Frequently Asked Questions](#), page 95
- [Troubleshooting Tips](#), page 98

Frequently Asked Questions

Q. How do I redirect an incoming call when I am on a call?

A. To redirect an incoming (ringing) call while on another call, use the **Navigation** pad to highlight the incoming call, and then press the **Divert** softkey. Otherwise pressing the **Divert** softkey will redirect the current, active call.

Q. If I'm on a call, how can I silence the ringing of an incoming call?

A. You can silence the incoming (ringing) call by pressing the **Volume** button down once, and then let the incoming call go to the target number (voicemail or predetermined number set up the system administrator).

Q. How can I resume a call that is on hold?

A. To resume a call on hold, you can use any of the following methods:

- Press **Hold** again.
- Press the pulsing green line button.
- Press **Resume**.
- Highlight the call using the **Navigation** pad and press the **Select** softkey.

Q. Why do the softkeys keep changing?

A. Softkeys act on the selected (highlighted) call or menu item only. Which softkeys are displayed depends on the call or item you have selected.

Q. What is the best way to look at calls when I have a shared line or multiple lines?

A. If you have a shared line or multiple lines, it is recommended that you use the All Calls feature to view calls. When you press the **All Calls** button (on the left), all calls for all your lines are listed on the phone screen in chronological order (oldest first). If you do not have an **All Calls** button, ask your system administrator to set up this feature.

Q. Why does my call disappear after I accidentally press a button?

A. If you are on a call and press a button for another line, your line view will change. Your current call disappears from view and calls for the newly selected line are displayed. To redisplay the call you are on, select the line it is on or press **All Calls**.


Q. How do I check missed calls on my phone?

A. To check missed calls on your phone you must:

- 1 Press **Applications** .
- 2 Use the **Navigation** pad and **Select** button to scroll and select **Call History**.
- 3 Press the **Missed** softkey.

Q. How do I exit from a running application?


A. To exit from a running applications you must:

- 1 Press **Applications** .
- 2 Use the **Navigation** pad and **Select** button to scroll and select **Running Applications**.
- 3 Select a running application and press the **Close App** softkey to close the application.
- 4 When prompted, save your changes.
- 5 Press **Exit** to end the running application.

If you do not exit a running application, it persists in the background.

Q. How do I connect two calls and then drop from the line myself?

A. When you are on an active call (not on hold), do the following:


- 1 Press the **Transfer**  button and enter the transfer recipient's phone number in one of these ways:
 - Press the line button of a held call.
 - Enter the transfer recipient's phone number.
 - Scroll to a Call History record and press the **Call** softkey.
 - Press a speed-dial button.
 - Press the **Speed Dial** softkey, enter a speed-dial number or highlight the number you want to call, and press the **Speed Dial** softkey again.
 - Press the **Active Calls** softkey and select a held call. The transfer completes immediately.

- 2 Press the **Transfer** button again. You do not have to wait for the recipient to answer to complete the transfer.

Q. What does the Swap softkey do?


- A.** The **Swap** softkey allows you to toggle between two calls before completing the transfer or creating a conference. This allows you to consult privately with the party or parties on each call before combining the calls into a conference.

Q. Can I cancel a conference or transfer procedure after I have started it?

- A.** Yes, before completing a conference or transfer, you can press the **Release**  button or **Cancel** softkey to cancel it.

Q. How can I combine two calls on hold into a single conference call?

- A.** Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call, then:

- 1 Press the **Conference**  button.
- 2 Press the line button for the other (held) call.

The conference begins. The conference is established on the line that had the active call.

Q. Not all calls present video on my phone. Why not?

- A.** To see an image of the other party on your phone screen, the other party's phone must support video and the other party must have a camera installed and enabled on his or her phone. During conference calls, the conference system in use during the call must support video conferencing.

Q. What happens to video when I put a call on hold?

- A.** Video transmission is muted (blocked) until you resume the call.

Q. What do the different light colors on my Cisco Unified Video Camera indicate?

- A.** The colors indicate video transmission states as follows:

- Green: Your video is transmitting.
- Red: Your video is muted.

Q. The disclaimer required for remote workers disappeared before I accepted it. How can I redisplay and accept it?

- A.** To redisplay the disclaimer required for remote workers you must:

- 1 Press the **Applications** button.
- 2 Use the **Navigation** pad and **Select** button to scroll and select **Running Applications**.

The disclaimer required for remote workers reappears.

Troubleshooting Tips

Missing All Calls Button

I would like to use the **All Calls** button, but it is not on my phone.

Possible Cause

It has not been set up by your system administrator or your system administrator may have set up your phone so that the **Primary Line** button performs the All Calls function.

Solution

Contact your system administrator to enable the All Calls feature for you or check with your administrator about the **Primary Line** button functionality.

Personal Directory

Cannot Sign In to Personal Directory

You are unable to sign in to your personal directory.

Possible Cause

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

Solution

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

User Options

Cannot Access User Options Web Pages

You are unable to access your User Options web pages.

Possible Cause

Your password needs to be reset.

Solution

Contact your system administrator.



Product Safety, Security, Accessibility, and Related Information

- [Safety and Performance Information, page 99](#)
- [FCC Compliance Statements, page 100](#)
- [Cisco product security overview, page 101](#)
- [Accessibility Features, page 101](#)
- [Additional Information, page 101](#)

Safety and Performance Information

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

Power outage

Your access to emergency service through the phone depends on the phone being powered. If there is a power interruption, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before using the Service or Emergency Calling Service dialing.

External devices

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



Note

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

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

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

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

**Caution**

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

Bluetooth Wireless Headset Performance

The Cisco Unified IP Phone 8945 supports 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, Cisco recommends that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

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

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

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

FCC Receivers and Class B Digital Statement

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

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

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

Cisco product security overview

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

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Accessibility Features

The Cisco Unified IP Phones 8941 and 8945 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 [Accessibility Features for the Cisco Unified IP Phone 8941 and 8945](#).

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

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

Additional Information

- You can access the Cisco website at this URL:
<http://www.cisco.com/>
- Cisco Unified IP Phone 8941 and 8945 quick start guides and end-user guides:
http://www.cisco.com/en/US/products/ps10451/products_user_guide_list.html

- Licensing information:

http://www.cisco.com/en/US/products/ps10451/products_user_guide_list.html

- Cisco international websites:

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



CHAPTER

9

Warranty

- [Cisco one-year limited hardware warranty terms, page 103](#)

Cisco one-year limited hardware warranty terms

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

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

http://www.cisco.com/en/US/docs/general/warranty/English/1Y1DEN__.html



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