



Cisco IP Phone 8800 Series User Guide

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CHAPTER

Your Phone

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The Cisco IP Phone 8800 Series

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



Table 1: Cisco IP Phone 8800 Series Major Features

| Features | 8811 | 8841 | 8845 | 8851 | 8851NR | 8861 | 8865 |
|----------|-----------|-------|-------|-------|--------|-------|-------|
| Screen | Grayscale | Color | Color | Color | Color | Color | Color |

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

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

New and Changed Information

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

New Information for Firmware Release 11.0

Table 2: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.0.

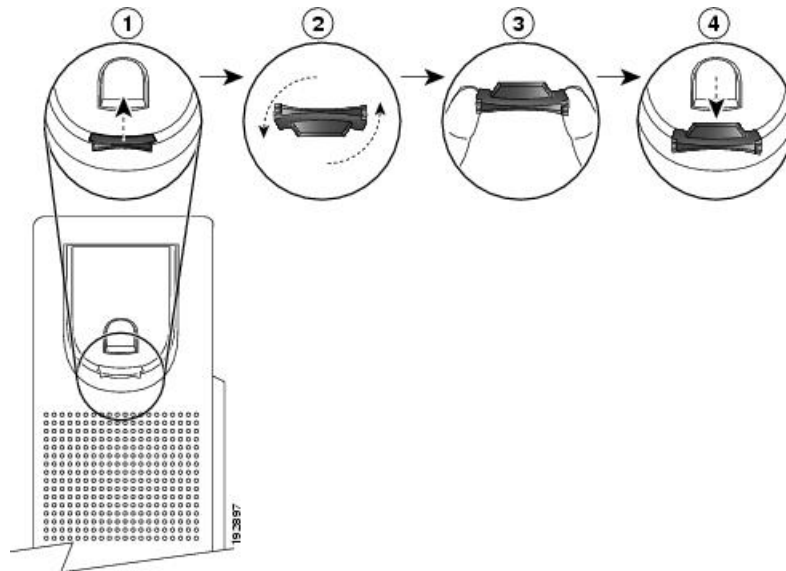
| Revision | Updated Section |
|---|--|
| Removed references to specific font size. | Change the Font Size , on page 69. |
| Updated the following section for improved Barge and Merge support: | Add Yourself to a Call on a Shared Line , on page 43 |
| Revised the following section for the improved Problem Report Tool support: | Report All Phone Issues , on page 19 |
| Added new icon to the following section for Do Not Disturb(DND) | Turn On Do Not Disturb , on page 26 |
| Updated the following section for VM audio support | Visual Voicemail , on page 64 |

Phone Setup

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

Adjust the Handset Rest

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



Procedure

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

Change the Viewing Angle of Your Phone

You can change the angle of the phone to eliminate glare on the screen. For the Cisco IP Phones 8845 and 8865, you might need to change the angle to improve the camera view.

The footstand tabs are made of a flexible material.

Procedure

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

Connect to the Network

Your phone needs to be connected to the telephone network.

- Wired connection—The phone is plugged into the network using an Ethernet cable.
- Wireless connection—The phone connects to a Wireless Access Point using Wi-Fi.
- Virtual Private Network (VPN)—After the phone is connected to the network, it is set up to automatically connect into a protected network.
- Mobile and Remote Access through Expressway—After the phone is connected to the network, it is set up to automatically connect to the Expressway server.


Connect to a Wi-Fi Network

The Cisco IP Phone 8861 and 8865 can access a Wi-Fi network. To use the phone in a Wi-Fi network, you must use a power adaptor to power the phone.

Before You Begin

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

Procedure

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

Connect to a VPN

You connect to your VPN in one of two ways:

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

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

Procedure


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

Set Up a Phone for Use with VPN

Before You Begin

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

Procedure

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

Connect to Expressway

You can connect into your corporate network when you are working away from your office using Mobile and Remote Access Through Expressway.

When your phone detects that it is not at the office, you are prompted to connect to your corporate network through Expressway.

Before You Begin

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

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

Procedure

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

Activate Your Phone With a Camera

If your phone has a camera, you will be prompted to scan a QR code to activate the phone. During the registration process, if your phone detects a service domain, you can view the Expressway sign-in screen.

Procedure

Scan the QR code when the camera is on.
On successful scanning, your phone registers with the server.

Secure the Phone with a Cable Lock

You can secure your phone with a laptop cable lock up to 20 mm wide.

Procedure

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

Activate and Sign Into Your Phone

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

Sign into Your Phone

Before You Begin

Get your userid and PIN or password from your administrator.

Procedure

-
- Step 1** Enter your user ID in the **Userid** field.
 - Step 2** Enter your PIN or password in the **PIN** or **Password** field.
 - Step 3** Press **Submit**.
-


Sign into Your Extension from Another Phone

You can sign into a different phone in your network and have it act the same as your phone with Cisco Extension Mobility. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings.

Before You Begin


Get your user ID and PIN from your administrator.

Procedure

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

Sign out of Your Extension from Another Phone

Procedure

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

Self Care Portal

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

In the Self Care portal, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.
- Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must subscribe to a phone service using the Self Care portal before you access it on your phone.

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

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

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

| Features | Description |
|------------|--|
| Speed dial | You assign phone numbers to speed-dial numbers so that you can quickly call that person. |

Related Topics

[Phone Calls with Mobile Connect, on page 49](#)

[Speed Dial, on page 23](#)

[Forward Calls, on page 34](#)

Speed-Dial Numbers

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

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

The dial string can contain the following characters:

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

The rules for dial strings are:

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

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



Note

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

Example

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

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

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

Related Topics

[Calls That Require a Billing Code or Authorization Code, on page 25](#)

Buttons and Hardware






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











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

The following figure shows the Cisco IP Phone 8845.

Figure 1: Cisco IP Phone 8845 Buttons and Hardware



| | | |
|---|--|--|
| 1 | Handset and Handset light strip | See if you have an incoming call (flashing red) or a new voice message (steady red). |
| 2 | Camera Cisco IP Phone 8845 and 8865 only | Use the camera for video calls. |
| 3 | Programmable feature buttons and line buttons |  Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons , on page 12. |
| 4 | Softkey buttons |  Access to functions and services. For more information, see Softkey, Line, and Feature Buttons , on page 12. |
| 5 | Back , Navigation cluster, and Release | <p>Back  Return to the previous screen or menu.</p> <p>Navigation cluster  Navigation ring and Select button—Scroll through menus, highlight items and select the highlighted item.</p> <p>Release  End a connected call or session.</p> |

| | | |
|---|--|--|
| 6 | Hold/Resume, Conference, and Transfer | Hold/Resume  Place an active call on hold and resume the held call. Conference  Create a conference call. Transfer  Transfer a call. |
| 7 | Speakerphone, Mute, and Headset | Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit. Headset  Toggle the headset on or off. When the headset is on, the button is lit. |
| 8 | Contacts, Applications, and Messages | Contacts  Access personal and corporate directories. Applications  Access call history, user preferences, phone settings, and phone model information. Messages  Autodial your voice messaging system. |
| 9 | Volume button |  Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook). |

Navigation

You use the outer ring of the Navigation cluster to scroll through menus. You use the inner **Select** button of the Navigation cluster to select menu items.



Each item in a menu has an index number. You can enter the index number with the keypad to select the menu item.







Softkey, Line, and Feature Buttons

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

- Softkeys, located below the screen, let you do even more with your phone. They change depending on what you are doing at the time. The ... softkey means that more softkeys are available.

- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.
 - Feature buttons—Used to view calls on a line or access features such as **Speed Dial**.
 - Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status:

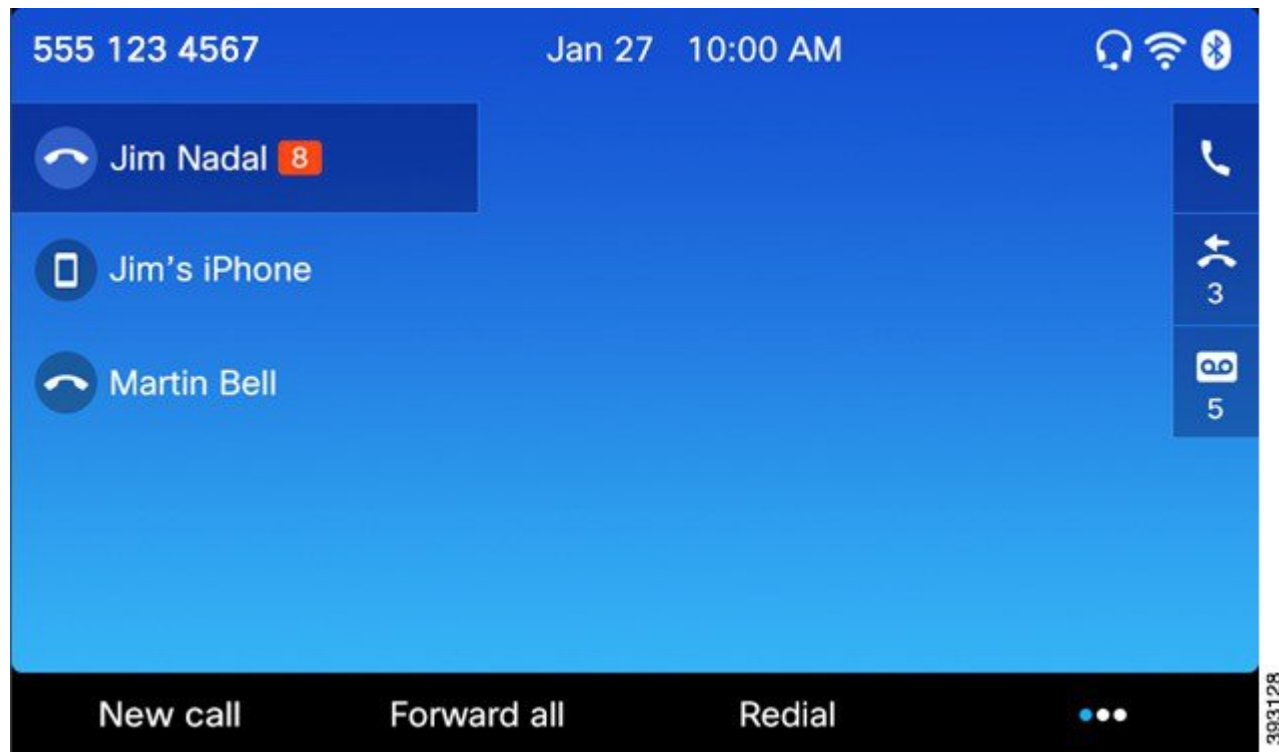
-  Green, steady—Active call or two-way intercom call
-  Green, flashing—Held call
-  Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group
-  Amber, flashing—Incoming call or reverting call
-  Red, steady—Remote line in use (shared line or Line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

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

Phone Screen Features

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

Figure 2: Cisco IP Phone 8800 Screen



At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.

The middle of the phone screen displays the information associated with the line and feature buttons on the phone.

The bottom row of the screen is the softkey labels. Each label indicates the action for the softkey button below the screen.

Clean the Phone Screen



Caution

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

Procedure

Wipe the screen with a soft, dry cloth.

Differences Between Phone Lines and Calls

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone. Here is an explanation of the differences.

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. To see how many lines you have, look at the right side of your phone screen. You have as many lines as you have directory numbers and phone line icons.
- **Calls**—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your administrator can adjust this number according to your needs.

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

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

USB Ports

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

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

**Note**

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

Related Topics

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

Mobile Device Charging

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

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

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

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

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

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

Related Topics

[Energy Savings, on page 17](#)

Bluetooth and Your Phone

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

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

To connect a mobile device or headset to your phone with Bluetooth, you start by pairing the device with your phone. You can pair up to 50 mobile devices and Bluetooth headsets with the phone. After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

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

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

Related Topics

[Bluetooth Headsets, on page 76](#)

[Pair a Mobile Device with Your Desk Phone, on page 45](#)

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

Energy Savings

Your administrator can reduce the amount of power used by the phone screen when you're not using your phone. There are two levels of energy-saving that can be set up:

- **Power Save**—The backlight or screen turns off when the phone has been inactive for a period of time.
- **Power Save Plus**—At the scheduled time, the phone turns off. The phone screen turns on again at a scheduled time. Your administrator sets up the power off and on times, based on your normal work schedule. If your requirements change (for example, your work hours or work days change), contact your administrator to have your phone reconfigured.

Ten minutes before the scheduled power off time, the **Select** button lights up and you receive a message that your phone will power off at a specific time. You also hear your phone ring four times at 10 minutes, 7 minutes, and 4 minutes before the power off time. Thirty seconds before power off, the phone rings 15 times.

If your phone is active (for example, on a call), your phone waits until it has been inactive for a period of time before telling you of the pending power shutdown.

Power On Your Phone

When your phone is powered off to save energy, the phone screen is blank and the **Select** button is lit with a white light.

Procedure

Press **Select**.

Additional Help and Information

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

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

- For quick start guides and end-user guides in English, follow this link:
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>
- For guides in languages other than English, follow this link:
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-translated-end-user-guides-list.html>
- For licensing information, follow this link:
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-licensing-information-listing.html>

Accessibility Features

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

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

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

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

Troubleshooting

Sometimes you can have problems with call quality or problems such as calls that unexpectedly drop or features that suddenly do not work as expected. These issues may be related to the following scenarios:


- your phone cannot communicate with the call control system
- the call control system has communication or internal problems
- your phone has internal problems

If you experience problems, your administrator can assist in troubleshooting the root cause of the problem.

Find Information About Your Phone

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

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Phone information**.
- Step 3** (Optional) Press **Show detail** to view the upgrade process during an upgrade.
- Step 4** Press **Exit** to return to the Applications screen.
-

Report Call Quality Issues

Your 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.


Procedure

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

Report All Phone Issues

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

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Phone information** > **Report problem**.
 - Step 3** Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
 - Step 4** Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
 - Step 5** Select **Problem description**.
 - Step 6** Select a description from the displayed list.
 - Step 7** Press **Submit**.
-

Lost Connectivity

Sometimes, your phone can lose its connection to the call control system for a variety of reasons. When this connection is lost, you see an alert message on your phone screen.

If you are on an active call when the connection is lost, the call still continues. However, you do not have access to all the normal phone functions because some of these functions require information from the call control system. Some functions will not display on the softkeys, while pressing other buttons may result in no action.

When the phone reconnects to the call control system, your normal phone functions become available again.

Cisco One-Year Limited Hardware Warranty Terms

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

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



Calls

- [Make Calls, page 21](#)
- [Answer Calls, page 25](#)
- [Video Calls, page 29](#)
- [Mute Your Audio, page 31](#)
- [Hold Calls, page 31](#)
- [Forward Calls, page 34](#)
- [Transfer a Call to Another Person, page 35](#)
- [Conference Calls and Meetings, page 35](#)
- [Intercom Calls, page 37](#)
- [Supervise and Record Calls, page 38](#)
- [Prioritized Calls, page 39](#)
- [Multiple Lines, page 41](#)
- [Mobile Devices and Your Desk Phone, page 44](#)

Make Calls

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

Make a Call

Procedure

Enter a number and pick up the handset.

Make a Call with the Speakerphone

Procedure

Step 1 Enter a number using the keypad.

Step 2 Press **Speakerphone** .

Related Topics

[Headsets](#), on page 74

Make a Call with a Headset

Procedure

Step 1 Plug in a headset.

Step 2 Enter a number using the keypad.

Step 3 Press **Headset** .

Make a Call with URI Dialing

You can place calls using URI dialing, which uses a SIP address as a directory number, such as bob@example.com. When you enter a SIP address, do not pause for more than 10 seconds between key presses. After 10 seconds of inactivity, the phone assumes that it has the complete address and attempts to place the call.

When you make a call within your domain, you don't need to include the @example.com portion of the SIP address. When you make a call outside of your domain, enter the whole SIP address, including the domain name. The maximum length of a SIP address is 254 characters.

Procedure

Enter a SIP address and pick up the handset.

Redial a Number

You can call the most recently dialed phone number.

Procedure

-
- Step 1** (Optional) Select a line.
- Step 2** Press **Redial**.
-

Speed Dial

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

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

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

Related Topics

[Self Care Portal, on page 8](#)


[Speed-Dial Numbers, on page 9](#)

Make a Call with a Speed-Dial Button

Before You Begin

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

Procedure

Press a speed-dial button .

Related Topics

[Self Care Portal, on page 8](#)

Make a Call With a Speed-Dial Code

Before You Begin

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

Procedure

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

Related Topics

[Self Care Portal, on page 8](#)

Make a Call With a Fast-Dial Button

Before You Begin

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

Procedure

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

Related Topics

[Assign a Fast-Dial Code to a Contact, on page 55](#)

Dial an International Number

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

Procedure

-
- Step 1** Press and hold star (*) for at least 1 second.
The plus (+) sign is displayed as the first digit in the phone number. The tone changes to indicate that the * has changed to a + sign. You hear the tone if you are off-hook.
 - Step 2** Dial the number.
Ten seconds after the last key press, the phone dials the number.
-

Get Notified when a Contact is Available

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

Procedure

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

Calls That Require a Billing Code or Authorization Code

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

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

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

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

Related Topics

[Speed-Dial Numbers, on page 9](#)

Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. If you see a lock icon displayed on your phone during a call, your administrator has taken steps to ensure that your phone call is secure. Depending upon how your phone is configured, you may have to sign in before you call somebody or hear a security tone played over your handset.

Answer Calls

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

Answer a Call

Procedure

Press the flashing amber line button.

Answer Call Waiting

When you have a call waiting while you are on an active call, you hear a single beep and the line button flashes amber.

Procedure

- Step 1** Press the line button.
- Step 2** (Optional) If you have more than one call waiting, select an incoming call.
-

Decline a Call

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

Procedure

Decline a call by performing one of the following actions:

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

Turn On Do Not Disturb

Use Do Not Disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

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

When DND is turned on, the DND icon is displayed on the phone screen.

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

Procedure

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

Answer a Coworker's Phone (Call Pickup)

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

Answer a Call Within Your Group (Pickup)

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

Procedure

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

Answer a Call from Another Group (Group Pickup)

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

Procedure

- Step 1** (Optional) Press the line button.
- Step 2** Press **Group PickUp**.
- Step 3** Do one of the following actions:
- Enter the number of the phone line with the call that you want to pick up.
For example, if the call is ringing on line 12345, enter 12345.
 - Enter the group pickup number.
- Step 4** Press **Answer** to connect to the call when the call rings.
-

Answer a Call From an Associated Group (Other Pickup)

Procedure

- Step 1** (Optional) Press the line button
- Step 2** Press **PickUp** to answer a call in your pickup group or in a group that is associated with your phone.
- Step 3** If the call rings, press **Answer** to connect to the call when the call rings.
-

Answer a Call within Your Hunt Group

You can use hunt groups to share the call load in organizations that receive many incoming calls.

Your 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. The system 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. You sign out of the group when you want to prevent calls from ringing on your phone.

Before You Begin

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

Procedure

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

Sign In and Out of a Hunt Group

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

Procedure

- Step 1** Press **Hunt Group** to sign in.
- Step 2** Press **Hunt Group** again to sign out.
-

View the Call Queue in a Hunt Group

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

- Hunt group queue pattern

- Number of queued callers on each hunt group queue
- Longest waiting time

Procedure


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

Answer Calls Automatically

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

However, if you would rather use your headset to answer the call, you need to set it up first.

Procedure

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

Related Topics

[Headsets, on page 74](#)

Trace a Suspicious Call

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

Procedure

Press **Report caller**.

Video Calls

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

Related Topics

[Video Settings](#), on page 70

Make a Video Call

Cisco IP Phones 8845 and 8865 support video calls as long as the person you're calling also has a video phone.

**Tip**

Toggle between the full screen view and the picture-in-picture (PiP) view by pressing **Swap**. Swap is not available when PiP is off.

When you put a video call on hold, the audio is muted and the video stops.

You can check your appearance before starting a video call by selecting **Self-view**.

Procedure

Make an audio call with the video camera shutter open.

Stop Your Video

If you're using a video phone (Cisco IP Phone 8845 or 8865), you can stop sending video while you're on a call.

But closing a shutter does not end a call or put a video call on hold. When you put a video call on hold, it stops both the video and the audio.

Procedure

Step 1 Close the camera shutter by turning it counterclockwise.

Step 2 Open the video camera shutter by turning it clockwise.

Toggle Between Phone and Video Display

When you hide the video, it moves to the background and is displayed with a blurred effect. Hide your video when you want to see the phone desktop.

Procedure

Step 1 Press **Hide video** to hide the video.

Step 2 Press **Show video** to show the video.

Adjust the Picture-In-Picture Position

When you are on a video call, you can view both your incoming and your outgoing video at the same time.

Procedure

-
- Step 1** Press **PiP** to activate.
 - Step 2** Press **PiP** again to move the PiP window counter-clockwise around your phone screen.
 - Step 3** (Optional) Press **Swap** to toggle between the full-screen view and the PiP view.
 - Step 4** (Optional) Disable PiP by returning the PiP window to the default lower right position.
-

Video Calls and Security

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

Related Topics

[Secure Calls](#), on page 25

Mute Your Audio

Procedure


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

Hold Calls

You can put an active call on hold and pick up the held call. When you place a video call on hold, video transmission is blocked until you resume the call.

Put a Call on Hold

Procedure

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

Answer a Call Left on Hold for Too Long

You can be notified when a call is left on hold. The notification is similar to an incoming call notification and includes these cues:

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

Procedure

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

Swap Between Active and Held Calls

Procedure

Press **Swap** for the held call.

Call Park

You can use your phone to park (temporarily store) a call. You can then retrieve the call 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 and directed call park. You'll only have one type of call park available on your phone.

If the call remains parked for too long, you receive an alert tone. You can answer the call or retrieve it from another phone. If you do not answer the call within a certain length of time, it is routed to another destination (such as voicemail), as set by your administrator.

Place a Call on Hold with Call Park

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

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

Before You Begin

Your call must be active.

Procedure

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

Retrieve a Call on Hold with Call Park

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

Before You Begin

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

Procedure

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

Place a Call on Hold with Assisted Directed Call Park

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

Procedure

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

Retrieve a Call on Hold with Assisted Directed Call Park

Procedure

Press **BLF Directed Call Park**.

Place a Call on Hold with Manual Directed Call Park

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

Procedure

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

Retrieve a Call on Hold with Manual Directed Call Park

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

Before You Begin

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

Procedure


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

Forward Calls

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

There are two ways of forwarding your calls:

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

Verify that your calls are forwarded by looking for the **Forward all**  icon in the line label.

Procedure

- Step 1** Press **Forward all** on any idle line from which you want to forward all calls.
- Step 2** Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.
-

Related Topics


[Self Care Portal](#), on page 8

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before removing yourself from the call. If you don't want to talk, then transfer the call without waiting for the other person to answer.

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

Procedure

- Step 1** From a call that is not on hold, press **Transfer** .
- Step 2** Enter the other person's phone number.
- Step 3** (Optional) Wait for the other person to answer the call.
- Step 4** (Optional) Press **Swap** to return to the held call.
- Step 5** Press **Transfer** again.
-


Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines.

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

Add Another Person to a Call

Procedure

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

Swap Between Calls Before You Complete a Conference

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

Procedure

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

View and Remove Conference Participants

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

Procedure

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

Scheduled Conference Calls (Meet Me)

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

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

Host a Meet Me Conference

Before You Begin

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

Procedure

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

Join a Meet Me Conference

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

Procedure

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

Intercom Calls

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

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

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

Make an Intercom Call

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

Procedure

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

Answer an Intercom Call

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

Before You Begin

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

Procedure

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

Supervise and Record Calls

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

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


The chaperone performs the following tasks:

- Record the call.
- Conference in the first participant only; Other participants add people as needed.
- End the call.

The conference ends when the chaperone hangs up the call.

Set up a Supervised Call

Procedure

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

Record a Call

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

Procedure

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

Prioritized Calls

In your job, you might need to handle urgent or critical situations using your phone. You can identify calls as being very important, and thus have a higher priority than normal calls. The priorities range from level 1 (low) to level 5 (high). This system of priorities is called Multilevel Precedence and Preemption (MLPP).






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

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

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

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Answer the call using call pickup

Table 3: Multilevel Precedence and Preemption Priority Levels

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

Make a Priority Call

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

Procedure

-
- Step 1** Pick up the handset.
 - Step 2** Press **PrecLevel**.
 - Step 3** Select a priority level for the call.
 - Step 4** (Optional) Enter your credentials on the authorization screen.
 - Step 5** Enter the destination number.
You see the precedence level icon on the phone screen and you hear the precedence ringback tone.
-

Answer a Priority Call

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


Procedure

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

Answer a Priority Call While on Another Call

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

Procedure

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

Multiple Lines

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

Answer the Oldest Call First

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

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

View All Calls on the Phone

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

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

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

Procedure

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

View Important Calls

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

Procedure

Press **Alert call**.


Display Call Notifications on Select Lines with Line Filters

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

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

Create a Line Filter

Procedure

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

Use a Line Filter


Procedure

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

Change a Line Filter

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

Procedure

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

Shared Lines

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

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of a few special characteristics about shared lines:

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

By default, all of your assigned devices (for example, your work phone and your mobile phone) will ring when someone calls the shared line number.

Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line.


Procedure

-
- Step 1** Press the line button for the shared line or select the line and press **Barge**.
Note You need to press **Calls** to add yourself to a call on a shared line.
- Step 2** (Optional) Press **Yes** to add yourself to the call.
-

Get Notified Before Joining a Call on a Shared Line

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

Procedure

-
- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Barge Alert**.
- Step 3** Click **On** to enable the alert.
-

Enable Privacy on a Shared Line

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

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

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

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

Procedure

-
- Step 1** Press **Privacy** to enable the feature.
- Step 2** Press **Privacy** again to turn off the feature.
-

Mobile Devices and Your Desk Phone

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

Phone Calls with Intelligent Proximity

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

Pair a Mobile Device with Your Desk Phone

Before you can use your mobile device with your desk phone, you need to pair it using Bluetooth to establish a communication path. After you pair your mobile device to your desk phone, the phone automatically connects to the mobile device when the device is in range, and disconnects from the mobile device when the device is out of range.


When you connect your Bluetooth headset and your mobile device at the same time, you cannot use the Bluetooth headset to answer the audio from the mobile device.

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

Before You Begin

Put the mobile device in discoverable mode. For more information about discoverable mode, see your mobile device documentation.

Procedure

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

Related Topics

[Bluetooth and Your Phone](#), on page 16
[The Cisco IP Phone 8800 Series](#), on page 1

Switch Connected Mobile Devices

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


Procedure

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

Delete a Mobile Device

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

Procedure

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

View Your Paired Bluetooth Devices

A paired mobile device displays as **Bluetooth** in the list of paired devices. This account remains until the mobile device is unpaired.

Procedure

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

Intelligent Proximity for Mobile Phones

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

Handle an Incoming Mobile Call

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

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

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

Make a Mobile Call

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

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

Move a Call Between the Desk Phone and a Mobile Device

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

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

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

Adjust the Mobile Device Volume



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

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure


Perform one of the following options:

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

View Your Mobile Contacts on Your Desk Phone

When you pair your mobile phone and select the option to share the mobile contacts, you can see the mobile phone contacts list on your desk phone.

Procedure

Step 1 On the desk phone, press **Contacts** .

Step 2 Select your mobile phone from the list.

Save Contacts in Your Mobile Device Contacts List

You might be able to save your contacts in your mobile device contacts list.

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

Step 1 Press **Contacts** .

Step 2 Select your mobile phone.

Step 3 Check **Save**.

Delete Contacts in Your Mobile Device Contact List

You might be able to delete contacts from your mobile device contact list.

Before You Begin

Your mobile phone is paired to your desk phone.

Procedure

Step 1 Press **Contacts** .

Step 2 Select your mobile phone.

Step 3 Check **Delete**.

View Your Mobile Call History on Your Desk Phone

When you pair your mobile phone and select the option to share the call history, you can see the mobile phone call history on your desk phone.

Procedure

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

Intelligent Proximity for Tablets

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

The desk phone supports connections from Android and iOS tablets.

Move the Audio from Your Tablet to Your Desk Phone

Before You Begin

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

Procedure

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

Move the Audio from Your Desk Phone to Your Tablet

Before You Begin

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

Procedure

Do one of the following actions:

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

Phone Calls with Mobile Connect

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

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

When you enable additional phones:

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

Related Topics

[Self Care Portal](#), on page 8

Enable Mobile Connect

Procedure

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

Move a Call from Your Desk Phone to Your Mobile Phone

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

Before You Begin

You need to enable Mobile Connect on your desk phone.

Procedure

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

Move a Call from Your Mobile Phone to Your Desk Phone

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

Before You Begin

You need to enable Mobile Connect on your desk phone.

Procedure

-
- Step 1** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
- Step 2** Press the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.
-

Transfer a Call from Your Mobile Phone to Your Desk Phone

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

Before You Begin

You need to enable Mobile Connect on your desk phone.

Get the access code from your administrator.

Procedure

-
- Step 1** On the mobile phone, enter the access code for the hand-off feature.
- Step 2** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
- Step 3** Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone.
-



Contacts


- [Corporate Directory, page 53](#)
- [Personal Directory, page 53](#)
- [Cisco Web Dialer, page 58](#)

Corporate Directory

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

Search and Dial a Contact in the Corporate Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Select **Corporate Directory**.
 - Step 3** Select a search criteria.
 - Step 4** Enter your search criteria and press **Submit**.
 - Step 5** Select the contact.
 - Step 6** Press **Call**.
-

Personal Directory

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

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

Related Topics


[Self Care Portal](#), on page 8

Sign in and Out of a Personal Directory

Before You Begin


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

Procedure

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


Add a New Contact to Your Personal Directory

Procedure

-
- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select **Personal Address Book**.
 - Step 4** Press **Submit**.
 - Step 5** Press **New**.
 - Step 6** Enter first name, and a last name.
 - Step 7** (Optional) Enter a nickname.
 - Step 8** Press **Phones** and enter the phone number along with any required access codes.
 - Step 9** Press **Submit**.
-


Search for a Contact in Your Personal Directory

Procedure

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

Call a Contact in Your Personal Directory


Procedure

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

Assign a Fast-Dial Code to a Contact

You can make it easier to call a contact with a fast-dial code.

Procedure


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

Related Topics

[Make a Call With a Fast-Dial Button, on page 24](#)


Call a Contact with a Fast-Dial Code

Procedure

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


Edit a Contact in Your Personal Directory

Procedure

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


Remove a Contact from Your Personal Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Sign in to your personal directory.
 - Step 3** Select **Personal Address Book** and search for an entry.
 - Step 4** Press **Select**.
 - Step 5** Press **Edit**.
 - Step 6** Press **Delete**.
 - Step 7** Press **OK** to confirm the deletion.
-

Delete a Fast Dial Code

Procedure

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

Cisco Web Dialer

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

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

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



Recent Calls

- [Recent Calls Lists, page 59](#)
- [View Your Recent Calls, page 59](#)
- [Return a Recent Call, page 60](#)
- [Clear the Recent Calls List, page 60](#)
- [Delete a Call Record , page 60](#)


Recent Calls Lists

You use the Recents lists to see the 150 most recent individual calls and call groups. If your phone has multiple lines, your administrator can set up the Recents list so that calls on all lines are in one list.

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


View Your Recent Calls

Procedure

- Step 1** Press **Applications** .
- Step 2** Scroll and select **Recents**.
- Step 3** Select a line to view.
-


Return a Recent Call

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** (Optional) If multiple lines exist, select **All Lines** or the required line.
- Step 4** Select the call record that you want to dial.
- Step 5** (Optional) Press **EditDial** to edit the call record.
- Step 6** Press **Call**.
-



Clear the Recent Calls List

Procedure

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

Delete a Call Record

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** (Optional) Select **All Lines** or the required line.
- Step 4** Highlight the individual call record or call group that you want to delete.
- Step 5** Press **Delete** to delete an individual call record or all calls in a group.
- Step 6** Press **Delete** again to confirm.
- Step 7** Press **Back** .
-



Voicemail

- [Your Voicemail Account, page 63](#)
- [New Message Indicators, page 63](#)
- [Access Voicemail, page 64](#)
- [Visual Voicemail, page 64](#)

Your Voicemail Account

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

Because each voicemail system is different, we don't have the details about how to use your voicemail once you access it from the phone. For information about the commands that your voicemail system supports, see the voicemail system user documentation.

New Message Indicators

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

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


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

Related Topics

[Self Care Portal, on page 8](#)

Access Voicemail

Procedure

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

Visual Voicemail

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

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

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

Access Audio Voicemail

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

Procedure

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



Applications


- [Available Applications, page 65](#)
- [View Active Applications, page 65](#)
- [Switch to Active Applications, page 66](#)
- [Close Active Applications, page 66](#)

Available Applications

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


View Active Applications

Procedure

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


Switch to Active Applications

Procedure

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

Close Active Applications

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Running applications**.
- Step 3** Select a running application and press **Close app** to close the application.
- Step 4** Press **Close**.
- Step 5** Press **Exit**.
-




Settings

- [Change the Wallpaper, page 67](#)
- [Change the Ringtone, page 68](#)
- [Adjust the Screen Brightness, page 68](#)
- [Adjust the Contrast, page 68](#)
- [Change the Font Size, page 69](#)
- [Change the Phone Name, page 69](#)
- [Adjust the Headset Feedback, page 69](#)
- [Video Settings, page 70](#)
- [Adjust the Volume in a Call, page 71](#)
- [Adjust the Ringtone Volume, page 71](#)

Change the Wallpaper


You may be able to change the wallpaper on your phone to one of the wallpapers available on the phone.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Preferences > Wallpaper**.
- Step 3** Select a wallpaper option and perform any of the steps:
- Press **Preview** to see the wallpaper on your phone screen.
 - Press **Set** to apply the wallpaper to the phone.
 - Press **Delete** to delete the wallpaper from the list.
- Step 4** Press **Exit**.
-


Change the Ringtone

Procedure

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

Adjust the Screen Brightness


Procedure

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

Adjust the Contrast

You can adjust the contrast on the Cisco IP Phone 8811.

Procedure

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

Change the Font Size

You can set up your phone to use a different font size. If you increase the font size, you may find that some messages are truncated.

The font size affects the following labels:

- call screen (caller name and feature key label)
- caller name in the Call History
- line label on the phone screen


Procedure

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

Change the Phone Name

You can change the name of the phone from the default name.



Procedure

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

Adjust the Headset Feedback

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

Procedure


- Step 1** Press **Applications** .
 - Step 2** Select **Settings** > **Headset sidetone**.
 - Step 3** Select a setting.
 - Step 4** Press **Back** .
-

Video Settings

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

Adjust the Video Brightness

Procedure


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

Adjust the Video Bandwidth

During a video call, your video can suddenly stop or lag behind the audio. You can change the way your phone handles video by changing the communication bandwidth.

The minimum bandwidth for video is 64 kbps. The Auto Bandwidth setting is selected by default.

Procedure

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

View Video Calls on Your Computer


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

Before You Begin

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


You need Cisco Jabber for Windows 9.7(5) or later, and the latest version of Cisco Media Services Interface (MSI). Contact your administrator if you do not have the latest version of Cisco Jabber for Windows or MSI. For a list of hardware and software requirements, see the Cisco Jabber for Windows release notes at <http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html>.

Procedure

-
- Step 1** Press **Applications** .
 - Step 2** Select **Settings > Video**.
 - Step 3** Select **Video through computer** to start or stop the video on your computer.
-


Adjust the Volume in a Call

Procedure

Press **Volume**  right or left to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

Procedure

Press **Volume**  right or left to adjust the ringer volume when the phone is not in use.



Accessories

- [Supported Accessories, page 73](#)
- [View the Accessories Associated with Your Phone, page 74](#)
- [Headsets, page 74](#)
- [Cisco IP Phone 8800 Key Expansion Module, page 78](#)

Supported Accessories

Your phone supports the following accessories from Cisco and third-party manufacturers.

Table 4: Cisco IP Phone 8800 Series Accessories


| Accessory | Type | Cisco IP Phone | | | | | | |
|--|-----------------|----------------|------|------|------|--------|------|------|
| | | 8811 | 8841 | 8845 | 8851 | 8851NR | 8861 | 8865 |
| Cisco Accessories | | | | | | | | |
| Cisco IP Phone 8800 Key Expansion Module | Add-on module | — | — | — | 2 | 2 | 3 | 3 |
| Third-Party Accessories | | | | | | | | |
| Headset | Analog | X | X | X | X | X | X | X |
| | Analog Wideband | X | X | X | X | X | X | X |
| | Bluetooth | — | — | X | X | — | X | X |
| | USB | — | — | — | X | X | X | X |

| Accessory | Type | Cisco IP Phone | | | | | | |
|------------|-------------|----------------|------|------|------|--------|------|------|
| | | 8811 | 8841 | 8845 | 8851 | 8851NR | 8861 | 8865 |
| Microphone | External PC | — | — | — | — | — | X | X |
| Speakers | External PC | — | — | — | — | — | X | X |

View the Accessories Associated with Your Phone

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

Procedure

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

Headsets

For a list of supported headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html.

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

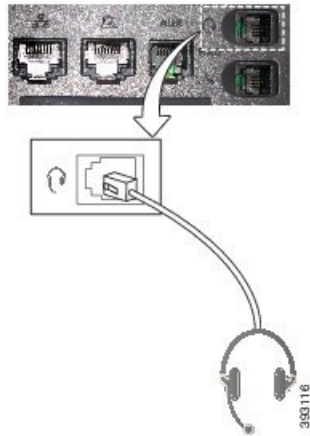
Standard Headsets

Standard headsets plug into the back of the phone using an RJ-11 connector.

Connect a Standard Headset

Procedure

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





What to Do Next

If your standard headset supports wideband audio, you must perform [Set Up a Wideband Standard Headset](#), on page 75.

Set Up a Wideband Standard Headset

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

Procedure

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

USB Headsets

For a list of supported headsets, see http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html. USB headsets that are not listed may not function properly when attached to the USB port. For more information, see the documentation from your USB headset manufacturer.

Connect a USB Headset

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

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

- If you are on an active call and unplug a USB headset, the audio path does not change automatically. You need to press the **Speakerphone** button or pick up the handset.

The phone displays a message when you plug in the USB headset or adjust the volume using the phone volume control key.

Procedure

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

Bluetooth Headsets

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


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

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


Related Topics

[Bluetooth and Your Phone, on page 16](#)
[The Cisco IP Phone 8800 Series, on page 1](#)
[View Your Paired Bluetooth Devices, on page 46](#)

Turn Bluetooth On or Off


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

Procedure

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


Add a Bluetooth Headset

Procedure

- Step 1** Make your Bluetooth headset discoverable.
 - Step 2** Press **Applications** .
 - Step 3** Select **Bluetooth > Add Bluetooth 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 headset and press **Connect**.
The phone automatically attempts to connect the accessory using a Bluetooth device PIN of "0000". If your accessory requires a different PIN, the **Adding PIN** screen appears.
 - Step 5** (Optional) Enter the PIN for your accessory if necessary.
-


Disconnect a Bluetooth Headset

Procedure

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

Remove a Bluetooth Headset

Procedure

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

Cisco IP Phone 8800 Key Expansion Module

The Cisco IP Phone 8800 Key Expansion Module allows you to add extra line appearances or programmable buttons to your phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons.

Table 5: Key Expansion Module Support

| Cisco IP Phone Model | Number of Key Expansion Modules Supported |
|----------------------|---|
| 8851 and 8851NR | 2 key expansion modules with 72 lines or buttons |
| 8861 and 8865 | 3 key expansion modules with 108 lines or buttons |

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

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

Figure 3: Cisco IP Phone 8861 with Three Cisco IP Phone 8800 Key Expansion Modules







Caution

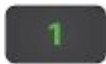



The slots in the side of the phone are designed only for use with the spine connectors on the key expansion module. Insertion of other objects permanently damages the phone.

Cisco IP Phone 8800 Key Expansion Module Buttons and Hardware

The Cisco IP Phone 8800 Key Expansion Module includes the following features:



| | |
|---|---|
| | <p>LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, phone feature, or privacy assigned to each button.</p> <p>Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</p> |
| 1 | <p>Lighted buttons—18 line buttons. Depending on the mode, each button or pair of buttons corresponds to one line (same as on the phone). For mode information, see the descriptions of 1-column and 2-column mode that follow this table. The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none"> •  light off—Line available or a call is ringing on an inactive page. •  green steady—Line in use by you, you have a call on hold, or a call being transferred •  red steady—Line in use by someone else or someone else has a call on hold on a shared line. •  amber steady—Line ringing. |

| | |
|---|--|
| 2 | <p>Shift buttons—2 buttons. Each button corresponds to one page of 18 line keys. The button for page 1 is labeled with the number 1 and the button for page 2 is labeled with the number 2. The lights in each button indicate the state of the page as follows:</p> <ul style="list-style-type: none">  green steady—Page is in view.  light off—Page is not in view.  amber steady—Page is not in view with one or more alerting calls on the page.  red steady—Page is in view with one or more alerting calls on the page. |
|---|--|

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

One-column mode

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

Figure 4: Key Expansion Module with One Column



Two-column mode

In two-column mode, each button on the left and right of the screen is assigned to a different line. In this configuration, the key expansion module displays 18 lines on page 1, and 18 lines on page 2.

Figure 5: Key Expansion Module with Two Columns




Place a Call on the Key Expansion Module

Procedure

-
- Step 1** Press the line button on the key expansion module.
 - Step 2** Dial a phone number.
-

Adjust the Key Expansion Module Screen Brightness

Procedure

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



Product Safety and Security

- [Safety and Performance Information, page 83](#)
- [FCC Compliance Statements, page 84](#)
- [Cisco Product Security Overview, page 85](#)
- [Important Online Information, page 85](#)

Safety and Performance Information

Power Outage

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

External Devices

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

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

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

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

**Caution**

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

Bluetooth Wireless Headset Performance

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

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

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

Power Information

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

Phone Behavior During Times of Network Congestion

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

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

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

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

Important Online Information

End User License Agreement

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

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here: http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/all_models/regulatory_compliance/english/install/guide/iphrcsi3.html

