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The Cisco IP Phone 8800 Series

The Cisco IP Multiplatform Phones (MPP) 8841 and 8851 deliver easy-to-use, highly-secure voice communications.

Cisco IP MPP 8841 Phone

Cisco IP MPP 8851 Phone

The table below lists the major features on both phones.

<table>
<thead>
<tr>
<th>Features</th>
<th>8841</th>
<th>8851</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screen</td>
<td>Color</td>
<td>Color</td>
</tr>
<tr>
<td>USB Ports</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>WiFi</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cisco Intelligent Proximity</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Key Expansion Modules</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

To use the phone, connect to a network and configure 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.

Feature Support

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

Your phone will be set up and connected to the network.

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.

Use the following steps to adjust the handset rest.

1. Remove the handset from the cradle and pull the plastic tab from the handset rest.
2. Rotate the tab 180 degrees.
3. Hold the tab between two fingers, with the corner notches facing you.
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.
5. Return the handset to the handset rest.
Change the Viewing Angle of Your Phone

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

Use the following steps to change the viewing angle of your phone.

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

Connect to the Network

The 8841/8851 phones must be plugged into the network via an Ethernet cable.

Secure the Phone with a Cable Lock

You can secure your Cisco IP Phone 8841/8851 with a laptop cable lock up to three-quarters of an inch wide.

Use the following steps to secure the phone with a cable lock.

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

You can set up line keys on your phone to monitor coworkers' lines. This feature is useful if you routinely handle calls for colleagues and need to see if they are available to answer calls. The monitoring line keys function as Busy Lamp Field (BLF) keys. A BLF is an LED that changes color to indicate the status of the monitored line.

The following table describes the LED status:

<table>
<thead>
<tr>
<th>LED Color</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>The monitored line is available.</td>
</tr>
<tr>
<td>Red</td>
<td>The monitored line is busy.</td>
</tr>
<tr>
<td>Blinking red</td>
<td>The monitored line is ringing.</td>
</tr>
<tr>
<td>Amber</td>
<td>Error in BLF key configuration.</td>
</tr>
</tbody>
</table>

Your administrator performs the necessary setup on the server and for the phone to allow you to monitor desired lines.

You can configure monitoring on your phone two ways:

- You can configure monitoring of an individual user’s line.
- If your administrator has set up a BLF list for you, you can activate or deactivate monitoring of the entire list. The BLF list is the list of users whose lines you can monitor. The phone monitors each user on a separate line key. The phone assigns available line keys for monitoring, automatically.

With the appropriate configuration, you can use the BLF keys to call the monitored line (speed dial) and to answer incoming calls to the monitored line (call pickup).

When the configuration is complete, the icon in the BLF key label indicates the combination of features configured on the key:
The table below illustrates the Busy Lamp Field icons.

<table>
<thead>
<tr>
<th></th>
<th>BLF</th>
<th>BLF and Speed Dial</th>
<th>BLF and Call Park</th>
<th>BLF, Speed Dial, and Call Pickup</th>
<th>BLF, Speed Dial, and Call Park</th>
<th>BLF, Call Pickup, and Call Park</th>
<th>BLF, Speed Dial, Call Pickup, and Call Park</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alerting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In use</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call parked</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Error</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Activate or Deactivate Monitoring of the BLF List**

If your administrator has configured a Busy Lamp Field (BLF) list for you, you can activate or deactivate monitoring of the entire BLF list. The phone monitors each user on a separate line key. When you activate monitoring, the phone assigns available line keys in sequence to monitor the BLF list entries.

The phone may use line keys both on the phone and any Key Expansion Module attached to the phone, or only the Key Expansion Module. This is controlled by your administrator.

The BLF list keys function the same way as individual BLF keys. When you activate monitoring, the phone displays the status of the monitored lines on the BLF list keys.

The sequential order of the users in the BLF list is set by your administrator and the corresponding BLF list keys maintain the order. You can choose to configure another feature such as speed dial on a BLF list key at any time. However, it renders the line key unavailable for the BLF list.

When you make any change to line key configurations, the phone redoes the BLF list key assignment. The phone only assigns available line keys in the same order. (Note: This can result in changes to the positions of BLF list keys.)

The phone monitors as many users as possible with the available line keys. You can make more line keys available for monitoring the list by removing features configured on those keys.
Use the following steps to activate/deactivate monitoring of the BLF list. (Note: The administrator must configure the BLF list first.)

1. From your desk phone, press the Applications icon 🔄.
2. Select User preferences > Attendant console preferences > BLF list.
   - When BLF list is set to Show, monitoring is activated. The phone shows the status on the monitored lines on the BLF list keys.
   - When BLF list is set to Hide, monitoring is deactivated.
3. Press Set.

**Configure Monitoring of an Individual Line**

You can configure a line key to monitor a coworker’s line status. When you add speed dial to the configuration, you can use the line key to call the monitored line. When you add call pickup to the configuration, you can use the line key to answer incoming calls to the monitored line. The line key functions as a Busy Lamp Field (BLF) key.

You can select any available line key to configure this feature. You can also select any line key that is functioning as a speed-dial key or as a BLF key. Your configuration will override any existing configuration for the key.

If your administrator has configured a BLF list for you, you can only monitor the lines of people who are in the list.

Your phone may already monitor the entire list. You can still configure an individual key to monitor a line. However, the phone will no longer monitor the line automatically as part of the list. If you remove the individual BLF key configuration, the phone resumes monitoring the line automatically as part of the list. Note that the phone adjusts the BLF list key assignment every time it adds or removes a line for automatic monitoring. This results in changes to the positions of BLF list keys.
**Speed-Dial Numbers**

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

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

The dial string can contain the following characters:

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

The rules for dial strings are:

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

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

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

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

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

- You need to dial 9 for an outside line.
- You want to call 5556543.
- You need to input the authorization code 1234.
- You need to input the billing code 9876.
- You must wait for 4 seconds.
- After the call connects, you must dial the extension 56789#.
Phone Layout: Buttons, Softkeys, Features, and Lines

**Note:** The Cisco IP Phone 8841 and 8851 do not have a camera.

This phone supports 5 lines, with dedicated feature buttons for Voice Mail, Hold, Transfer and Conference. Other features are available via softkeys. It also features a dedicated headset jack.

**Figure 2. Cisco IP MPP 8841/8851 Phone**
<table>
<thead>
<tr>
<th>Num</th>
<th>Icon/Button/Device Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset and Handset light strip</td>
<td>Indicates whether you have an incoming call (flashing) or a new voice message</td>
</tr>
<tr>
<td>2</td>
<td>Phone Screen</td>
<td>Shows information about phone, directory number, active call and line status, speed dials, placed calls, and menu listings</td>
</tr>
<tr>
<td>3</td>
<td>Programmable feature and session buttons</td>
<td>feature buttons (left side) Use to view calls on a line, or access speed dial, or all calls. Session buttons (right side) used to answer a call, resume call, or can display missed calls</td>
</tr>
<tr>
<td>4</td>
<td>Softkey buttons</td>
<td>Used to enable softkey options, displayed on phone, (answer calls, forward calls)</td>
</tr>
<tr>
<td>5</td>
<td>Navigation cluster</td>
<td>Navigation cluster, and select button allows you to scroll menus, highlight items, or select highlighted items</td>
</tr>
<tr>
<td>6</td>
<td>Release button</td>
<td>Ends a connected call or session</td>
</tr>
<tr>
<td>7</td>
<td>Hold/Resume button</td>
<td>Places an active call on hold and resumes held call</td>
</tr>
<tr>
<td>8</td>
<td>Conference button</td>
<td>Creates conference call</td>
</tr>
<tr>
<td>9</td>
<td>Transfer button</td>
<td>Transfers a call</td>
</tr>
<tr>
<td>10</td>
<td>Speakerphone button</td>
<td>Toggles the speakerphone on or off. The button is lit when speakerphone is on</td>
</tr>
<tr>
<td>11</td>
<td>Mute button</td>
<td>Toggles the microphone on or off. When the microphone is muted, the button is lit</td>
</tr>
<tr>
<td>12</td>
<td>Headset button</td>
<td>Toggles headset on or off. When headset is on, button is lit</td>
</tr>
<tr>
<td>13</td>
<td>Keypad</td>
<td>Allows you to dial phone numbers, enter letters, select menu items (by entering the item number)</td>
</tr>
<tr>
<td>14</td>
<td>Volume button</td>
<td>Adjust the handset, and speaker volume (off hook) and the ringer volume (on hook)</td>
</tr>
</tbody>
</table>
### Phone Layout: Buttons, Softkeys, Features, and Lines

| 15 | Contacts button | Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories (coming soon) |
| 16 | Applications button | Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information |
| 17 | Messages button | Autodials your voice messaging system (varies by system) |
| 18 | Back button | Returns to the previous screen or menu |

#### Navigation

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

Figure 3. **Navigation button**

![Navigation button diagram]

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

#### Softkeys, Line, and Feature Buttons

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

- Softkeys, located below the screen, give you access to the function displayed on the screen above the softkey. The softkeys change depending on what you are doing at the time. The **More...** softkey indicates more functions are available.

- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.

- Feature buttons: Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.

- Line buttons: Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.
Feature and line buttons illuminate to indicate status:

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

![Cisco IP Phone 8800 Screen](image-url)
### Differences Between Phone Calls and Lines

The terms *lines* and *calls* explain how to use your phone.

- **Lines**: Each line corresponds to a number or number that others can use to call you. You have as many lines as you have numbers and phone line icons.
- **Calls**: Each line can support multiple calls. By default, your phone supports two connected calls per line.

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

**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

Note: Cisco IP Phone 8851 only.

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.

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.

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

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:

Your phone continues to charge the mobile device while it is in power saving mode. When you use your phone to charge your mobile device, the following conditions apply:

- A short delay may occur before charging begins.
- In some situations, your device will not display the charging icon. For example, the icon may not display when the device is fully charged.

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.
Bluetooth and Your Phone

Note: Bluetooth is for Cisco IP Phone 8851 only.

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

Bluetooth connections work best when you're within 3 to 6 feet from your phone, but you might be able to be as far away as 66 feet. 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, pair the device with your phone. You can pair up to three devices. If you try to pair more than three devices, you are prompted to delete one device.

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 pair a device, you can set the Bluetooth mode to Phone, Handsfree or Both. Phone allows you to use only a Bluetooth headset. Handsfree allows you to use only your mobile phone. Both allows you to use both a headset and a mobile phone.

When you use a Bluetooth headset and mobile devices with your phone, remember:

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.
- You can have only one active connection at any time. For example, you can have a Bluetooth headset or a mobile phone active.
- The phone supports one device of each type. For example, you cannot connect two Bluetooth headsets.
- You can connect one mobile device at any time. For example, if your Bluetooth headset is active, and you connect a mobile phone, the Bluetooth headset disconnects.
- Your Bluetooth device will reconnect if you move back into range, or if it restarts.

Energy Savings

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

- Power Save: The backlight or screen turns off when the phone has been inactive for a time.
- When your phone is powered off to save energy, the phone screen is blank.

Turn On Your Phone

Press any key to turn on the phone.
Troubleshooting
You may experience issues related to the following scenarios:

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

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

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

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

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

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

Use the following steps to find information about your phone.

1. From your desk phone, press the Applications icon.
2. Select Status > Product Information.
   Result: You can view the following information:
   - Product name—Name that represents the Cisco IP Phone.
   - Serial number—Serial number of the Cisco IP Phone.
   - MAC address—Hardware address of the Cisco IP Phone.
   - Software version—Version number of the Cisco IP Phone firmware.
   - Hardware version—Version number of the Cisco IP Phone hardware.
   - VID—Version ID of the Cisco IP Phone.
   - Certificate—Status of the client certificate, which authenticates the Cisco IP Phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone.
   - Customization—For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the Customization state as Acquired.
3. Press Exit to return to the Applications screen.
View the Phone Status

Use the following steps to view the status of the phone.

1. From your desk phone, press the Applications icon.
2. Select Phone Status > Phone Status.
3. You can view the following information:
   - Elapsed time—Total time elapsed since the last reboot of the system
   - Tx (Packets)—Transmitted packets from the phone.
   - Rx (Packets)—Received packets from the phone.

View Status Messages on the Phone

1. From your desk phone, press the Applications icon.
2. Select Status > Status messages.
   Result: You can view a log of the various phone statuses since provisioning was last done. (Note: Status messages reflect UTC time and are not affected by the time zone settings on the phone.)
3. Press the Back icon.

View the Line Status

1. From your desk phone, press the Applications icon.
2. Select Status > Phone status > Line status.
   Result: You can view the status of each line on the phone.

View the Reboot History

1. From your desk phone, press the Applications icon.
2. Select Status > Reboot history.
   Result: You can view the details of the date and time whenever the phone rebooted.

Report All Phone Issues

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

1. From your desk phone, press the Applications icon.
3. Enter the date that you experienced the problem in the Date of problem field. The current date appears in this field by default.
4. Enter the time that you experienced the problem in the Time of problem field. The current time appears in this field by default.
5. Select Problem description.
6. Select a description from the list.
7. Press Submit.

Lost Phone Connectivity

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

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

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

Get More Information When Your Phone Displays a Provisioning Failure Message

If your phone displays the message “Verify your provisioning settings or contact your service provider.”, it indicates a configuration problem. This message appears immediately after the phone boots up. You will not see this message after the phone is registered to a call server. The message applies to all MPP Phones.

Use the following steps to retrieve information about failure messages.

1. Press one of these options:
   - Details—display a list of status messages.
   - Cancel—return to the main phone screen.

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

2. Highlight the relevant status message from the list, and press one of these options:
   - Details—display the entire status message.
   - Clear—delete the complete message list.

3. Contact your administrator to help you resolve the issue. If your administrator has given you access, you can also view the messages on the phone web page. On the phone web page, go to Info > Download Status > Provisioning Status.

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

Your formal Warranty Statement, including the URL: https://www.cisco.com/go/hwwarranty.
Calls

Make Calls
Your phone works just like a regular phone.

Make a Call with the Speakerphone
Use the following steps to make a call with the speakerphone.
1. Enter a number using the keypad.
2. Press the Speakerphone icon 🎤.

Make a Call with a Headset
Use the following steps to make a call with a headset.
1. Plug in a headset.
2. Enter a number using the keypad.
3. Press the Headset icon 🎤.

Make an Emergency Call
Use your phone to make an emergency call like any other call. When you dial the emergency number, your emergency services obtain your phone number and location so they can assist you. *(Note: If your call disconnects, the emergency services can call you back.)*

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

Use the following step to place an emergency call.
1. Enter the emergency number and lift the handset.

Redial a Number
You can call the most recently dialed phone number.

Use the following steps to redial a number.
1. *(Optional)* Select a line.
2. Press Redial.
3. Select the call record from the Placed calls list and press Call. *(Note: You can also access the Placed calls list from Information and settings > Recents > Placed calls.)*

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

You can edit, delete, and validate a speed-dial code.
Assign a Speed-Dial Code from the Phone Screen

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

Use the following steps to assign a speed dial code from the phone screen.

1. From your desk phone, press the Applications icon.
2. Select Speed dials.
3. Scroll to an unassigned speed-dial index.
4. Press Edit and do one of the following:
   • Enter the name and number.
   • Select Option > Select from contact to select a contact from the address book.
5. Press Save.

Make a Call with a Speed-Dial Code

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

Use the following step to make a call with a speed dial code.

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

Configure a Speed Dial on a Line Key

You can press any idle line key on your phone and set up speed dial on it. The speed-dial icon, the name, and the extension number are displayed on your phone screen next to the line key. You can also verify this change by checking the Extended Function field on the web page.

After you configure the speed dial on a line key, you can press the line key to modify the speed-dial information and assign a new phone number and name. You can press the line key that has speed-dial configured to speed dial a number.

You can configure your key expansion module line key as a speed dial key and you can press that line key to speed dial a number. Your administrator configures the key expansion module line key as a speed dial key from the phone web page.

Go to the web page and disable the line key that will become the speed dial key.

Use the following steps to configure a speed dial on a line key.

1. Press any idle line key on your phone for at least two seconds.
2. In the Speed-Dial window, add the speed-dial name and phone number to call when you press this line key.
3. Click Save.
Remove a Speed Dial from a Line Key

You can press a line key on your phone and delete speed dial assigned to it. The speed dial on the line key is removed. Check the phone web page to confirm that the speed dial is removed.

Use the following steps to remove a speed dial from a line key.

1. Press a line key that has a speed dial configured for at least two seconds.
2. Press Option > Delete in the Speed-Dial window on the phone screen.

Use the Line in Focus for Speed-Dial Calls

You can configure a line key to perform a speed dial either with a Voice Profile ID (VID) or without a VID. When both are configured, VID has a higher priority. The call is routed to that line.

If a line key is configured without VID, you can configure a speed-dial key to use the line in focus.

Follow the steps below to use the line in focus for speed dial calls.

1. Configure a speed-dial key without using VID.
2. Change the focus to the line that you prefer.
3. Press the speed-dial key to make a call. The call is made with the line in focus.

If the existing number of calls on the line in focus is equal to the value set in the Call Appearances Per Line field in the phone web page, the speed-dial call is made from the next available line.

Use the Line in Focus to Check Speed-Dial Calls

If a line key is configured without VID, you can perform a check to confirm whether the call is made with the line in focus.

Follow the steps below to use the line in focus for speed dial calls.

1. Configure a speed-dial key without using VID.
2. Change the focus to the line that you prefer.
3. Press the speed-dial key to make a call.
   
   **Result:** The call is made with the line in focus.

Dial an International Number

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

Use the following steps to dial an international number.

1. Press and hold star (*) for at least 1 second. The plus (+) sign is displayed as the first digit in the phone number.
2. Enter the phone number.
3. Press Call or wait 10 seconds after the last key press to automatically place the call.
Secure Calls
Your administrator can take steps to protect your calls from tampering by people outside your company. When a lock icon is displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign on before you make a call or before a security tone plays over your handset.

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

Answer a Call
Use the following step to answer a call.

1. Press the flashing red session button. If you have multiple lines on your phone, press the solid red line button first.

Answer Call Waiting
When you're on an active call, you know that a call is waiting when you hear a single beep and the session button flashes red.

Use the following steps to answer call waiting.

1. From your desk phone, press the Session button.
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.

Decline a call by performing one of the following actions:

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

Silence an Incoming Call
You can silence an incoming call when you are busy and don't want to be disturbed. The phone stops ringing, but you get a visual alert, and, can answer the phone call. (Note: Your administrator must configure the Ignore softkey on your phone first.)

Silence the incoming call by any of the methods:

- Press the Ignore softkey. When you press this softkey, the softkey disappears from the phone screen, and is restored again during the next incoming call.
- Press the Volume button down. If you press this button again, the ringer volume decreases. The ringer volume is restored during the next incoming call.
**Turn On Do Not Disturb**

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

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

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

When you enable DND, by default, it affects all lines on your phone. You can also enable DND on a specific line from the *Preferences* menu.

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

Use the following steps to turn on Do Not Disturb.

1. Press **DND** to turn on DND. *(Note: If the DND softkey is grayed on the phone screen, contact your administrator.)*
2. Press **Clr DND** to turn off DND.

**Turn On or Turn Off DND Using a Star Code**

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

Use the following steps to turn on or off DND using a star code.

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

**Mute Your Call**

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

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

Use the following steps to mute your call.

1. Press the **Mute** icon.
2. Press **Mute** again to turn mute off.
**Hold Calls**

**Put a Call on Hold**
You can put an active call on hold and then resume the call when you're ready. When you place a video call on hold, video transmission is blocked until you resume the call.

Use the following steps to put a call on hold.

1. Press the **Hold** icon or **Hold**.
2. To resume a call from hold, press the **Hold** icon or **Resume**.

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

- Flashing message indicator on the handset
- Visual notification on the phone screen
- Ringing notification on the phone if a hold reminder is configured with phone web page

Use the following step to answer a call left on hold too long.

1. Press the **Hold** icon or **Resume** to retrieve the held call.

**Swap Between Active and Held Calls**
You can easily switch between active and held calls.

Use the following step to swap between active and calls on hold.

1. Press the **Session** button for the held call to resume that call and place the other call on hold automatically.

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

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

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

A parked call occupies one line.
Place a Call on Hold with Call Park

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

You can also park a call on your own phone. If so, then you may not hear a recording. You can park only one call at the call park number.

Use the following steps to place a call on hold with call park.

1. Press Park.  
   Result: Your phone plays a recorded message that asks for the number of the parked call.

2. (Optional) If you have call park configured on a key expansion module, press the call park line key.

3. Enter the number and press Pound (#).

4. Communicate the parked number to the person retrieving the call.

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network; and you will need the number that was used to park the call.

Use the following steps to retrieve a call on hold with call park.

1. Press Unpark.

2. (Optional) Press the line key that has busy lamp field with call pickup configured to retrieve a call on hold.

3. (Optional) If you have call park configured on a key expansion module, press the call park line key.

4. Enter the number where the call is parked followed by Pound (#). (Note: You can also enter Pound (#) to retrieve the parked call. If you retrieve a call parked on your own phone, you may not need to enter a 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.

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

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.
1. Verify that your calls are forwarded by looking for the Call Forwarding icon in the line label or on the middle top of the phone screen.

2. Press Forward all or Forward. (Note: If the Forward all softkey is grayed or doesn't display on the screen, contact your administrator.)

3. Do any of the following: Enter the target number exactly as you would dial it from your phone or select an entry from your list of recent calls or contacts.
   - Enter the target number, to which you want to forward incoming calls from this phone line.
   - Press the Contacts softkey and select a contact from your contact directories.
   - Press Redial and select an entry from the Placed calls list.

4. Press Call to forward all calls to the specified number.

**Transfer Calls**

You can transfer an active call to another person.

**Transfer a Call to Another Person (Blind Transfer)**

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

Use the following steps to transfer a call to another person.

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

**Consult Before You Complete a Transfer (Warm Transfer)**

Before you transfer a call, you can talk to the person to whom you're transferring the call. (Note: The call must be in an active state.)

Use the following steps to make a consulted transfer.

1. From a call that is not on hold, press the Transfer button.
2. When the other person answers, announce the call.
3. (Optional) Press the line key to return to the held call.
4. (Optional) Press the line key to return to the transfer target phone number.
5. Press the Transfer button or 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. The conference ends when all participants hang up.

Add Another Person to a Call

Use the following steps to add another person to a conference call.

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

Conference with a Star Code

Use the step below to conference via a star code.

1. Press the Conference button once to combine multiple active calls into a conference and talk to several people in a single call.

Note: Your administrator must have already added a star code to the Conference button from the phone web page.

1. Make a call from a line and wait for an answer.
2. Use the same line to call another number and wait for an answer. You can use the same line to call other numbers.
3. Press the Conference button once.

All numbers are added to the conference call and you see the star code that represents the conference bridge URL with one of the active calls.

Record a Call

When you're on an active call, you can record it. (Note: Your administrator must enable call recording on your phone.) You may hear a notification tone as you record the call.

During a recording, you see different icons in different recording state. You see the icons on the Calls screen and on the line key on which you are recording a call.

- Recording in progress
- Recording paused.

Use the following steps to record a call.

1. Press Record while on an active call.
2. (Optional) While recording is in progress, press PauseRec to pause the recording.
3. (Optional) Press ResumeRec to resume the recording.
4. (Optional) Press **StopRec** to stop the recording.

5. Press **End Call** to end the call.

**Page a Group of Phones (Multicast Paging)**

Your administrator can configure your phone as a part of a paging group. In a paging group, your phone can automatically answer pages from other Multiplatform phones in the phone system. Each paging group has a unique number associated with it. Dial the number of the paging group to perform a multicast paging.

**Multiple Lines**

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

**Answer the Oldest Call First**

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

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

**View All Calls on Your Phone**

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

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

**Shared Lines**

You can share a single 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 these special characteristics about shared lines:

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

Your administrator configures your phone as a call center phone.

Sign In as a Call Center Agent

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

Use the following steps to sign in as a call center agent.

1. From your desk phone, press AgtSgnIn.
2. Press Agt status.
3. Highlight the Available status.
4. Press Select.

Sign Out as a Call Center Agent

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

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

Change Your Status as a Call Center Agent

Use the following steps to change your status so calls will not ring on your phone.

1. From your desk phone, press Agt status.
2. Highlight the Unavailable status.
3. Press Select.
4. Press Agt status.
5. Highlight the Available status.
6. Press Select.
7. Highlight the Wrap-up status.
8. Press Select.

Accept a Call Center Call

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

Use the following steps to accept a call center call.

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

**Hold an Agent Call**

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

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

**Set a Disposition Code While on a Call Center Call**

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

Use the following steps to set a disposition code while on a call center call.

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

**Trace a Call**

You can trace an active call and the last incoming call in any agent status if your administrator enables your phone to trace calls. To trace a call, press **Trace** when you’re on an active call.

**Escalate a Call to a Supervisor**

When you need to escalate a call, you can add your supervisor to a conference call with you and your caller. Your administrator must enable emergency escalation on your phone. Use the following steps to escalate a call to a supervisor.

1. From an active call, press **Emergency**.
2. In the **Emergency Escalation** window, click **OK**. *(Note: You can enter the preferred emergency escalation number, or you can leave it empty if you do not have any supervisor preference. You will not see any emergency escalation number.)*
Phone Calls with Intelligent Proximity

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

Mobile Devices and Your Desk Phone

If you have a mobile phone, you can connect the mobile device to your 8851 desk phone. This connection allows you to make and answer phone calls on either the mobile device or the desk phone. (Note: Do not pair two or more Cisco IP Phone 8841 or 8851 desk phones.)

Pair a Mobile Device with Your Desk Phone

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

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

After the mobile device and phone are connected, you can save your mobile contacts and call history on your desk phone. (Note: Make sure that your mobile device has Bluetooth turned on and that it is discoverable. Check the documentation included with your mobile device if you need help.)

Use the following steps to pair a mobile device with your desk phone.

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

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. (Note: The maximum number of contacts you can add when pairing your mobile device to the Cisco phone is 1500.)

Use the following steps to switch connected mobile devices with your desk phone.

1. From your desk phone, press the Applications button.
2. Select Bluetooth > Devices.
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.

Use the following steps to delete a mobile device.

1. From your desk phone, press the Applications button.
2. Select Bluetooth.
3. Select the mobile device in the available devices list.
4. Select Delete.

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

Use the following steps to view your paired Bluetooth devices.

1. From your desk phone, press the Applications button.
2. Select Bluetooth > Devices.

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, make sure your mobile phone is paired to your desk phone.

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

- Press Answer to answer the call.
- Press Decline to decline the call and send it to your voicemail.

Make a Mobile Call
Before you begin, your mobile phone needs to be paired to your desk phone.

Use the following steps to make a mobile call.

1. Select a mobile line on your desk phone.
2. Enter a phone number.
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.

Use the step below to move a call between the desk phone and a mobile device.

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

Adjust the Mobile Device Volume

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

Before you begin, your mobile phone must be paired to your desk phone.

Perform one of these options:

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

View Your Mobile Contacts on Your Desk Phone

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

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

Use the following steps to view your mobile contacts on your desk phone.

1. From the desk phone, press the **Contacts** button.
2. Select your mobile phone from the list.

Save Contacts from Your Mobile Device on Your Desk Phone

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

Before you begin, your mobile phone must be paired with your desk phone.

Use the following steps to save contacts from your mobile device on your desk phone.

1. From the desk phone, press the **Contacts** button.
2. Select your mobile phone.
Delete Contacts in Your Mobile Device Contact List
You can remove your mobile contacts list from your desk phone. The contacts list on your mobile phone remains intact.

Before you begin, your mobile phone must be paired with your desk phone.

Use the following steps to delete contacts in your mobile device contact list.

1. From the desk phone, press the Contacts button.
2. Select your mobile phone.
3. Check Delete.

View Your Mobile Call History on Your Desk Phone
You can view on your desk phone the recent calls placed or received from your mobile phone.

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

Use the step below to view your mobile call history on your desk phone.

1. From the desk phone, press New Call.

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

The desk phone supports connections from Android and iOS tablets.

Move the Audio from Your Tablet to Your Desk Phone
Before you begin
Your tablet is paired to your desk phone and you receive a call on the tablet.

Use the steps below to move the audio from your table to your desk phone.

1. On the tablet, set the audio path to use Bluetooth.
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 must be paired with your desk phone; and you are on a call on the tablet with the audio on the desk phone.

Use the following steps to move the audio from your desk phone to your tablet.

1. Hang up the handset.
3. Answer another call on the desk phone.
Contacts

Search for a Contact in Multiple Directories

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

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

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

Use the following steps to search for a contact in multiple directories.

1. From your desk phone, press, press the **Contacts** button.
2. Select **All**.
3. Enter the name of the contact that you want to find.
   **Result:** The phone searches for first or last names that include your search string anywhere in the name.
4. Press **Search**.
   **Result:** The search results show both full and partial name matches.
5. (Optional) To view a contact's details, highlight the contact in the search results, and press **Details**.
6. (Optional) To add a contact to the personal address book on the phone, follow these steps:
   - While viewing the contact details, press **Option**.
   - Select Add Contact.
   - Enter the contact details and press **Save**.
7. (Optional) To call a contact, highlight the contact in the search results, and press **Call**.
8. (Optional) To change the number to be dialed and then make a call to a contact, follow these steps:
   1. Highlight the contact in the search results, and press **Edit call**.
   2. Edit the number as necessary.
   3. Press **Call**.

**IP Centrex Directory**

You can search and view your personal, group, and enterprise contacts in your IP Centrex Directory, which makes it easier to give them a call.

Use the following steps to search for a contact in your BroadSoft directory.

1. From your desk phone, press, press the **Contacts** button.
2. Select **IP Centrex directory**.
3. Select search criteria.
   - In the IP Centrex directory, you can search a contact by Last Name, First Name, User ID, Number, Extension, Department, or Email address.
   - In BroadSoft Personal directory, you can search a contact by Name or Number.
4. Enter your search criteria, and press **Submit**.
**Personal Address Book**

**Add a New Contact to Your Personal Address Book**

Use the following steps to add a new contact to your personal address book.

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

**Search for a Contact in Your Personal Address Book**

Use the following steps to search for a contact in your personal address book.

1. From your desk phone, press the **Contacts** button.
2. Select **Personal address book**.
3. Select **Option > Search**.
4. Enter the address entry to search for, and press **Submit**. *(Note: You can only search by name (case insensitive). Search by number is not supported.)*

**Call a Contact in Your Personal Address Book**

Use the following steps to call a contact in your personal address book.

1. From your desk phone, press the **Contacts** button.
2. Select **Personal address book** and search for an entry.
3. Select the personal address book entry that you want to dial.
4. Press **Call**.

**Edit a Contact in Your Personal Address Book**

Use the following steps to edit a contact in your personal address book.

1. From your desk phone, press the **Contacts** button.
2. Select **Personal address book** and search for an entry.
3. Select the entry you want to change.
4. Press the **Select** key.
5. Modify the entry information.
6. Press **Save** to modify a phone number.
Remove a Contact from Your Personal Address Book

Use the following steps to remove a contact from your personal address book.

1. On the desk phone, press the Contacts button.
2. Select Personal address book.
3. Select Search address entry.
4. Select the address entry and press Option > Delete to delete the entry.

Reverse Name Lookup for Incoming and Outgoing Calls

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

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts
2. Call History
Recent Calls

Recent Calls List

Use the Recents list to see 180 most recent individual calls and call groups. (Note: If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.)

If you have missed calls, the phone shows the number of missed calls for the line on the main screen (up to 99 missed calls). To clear the number from the line, you view your Recents list.

The missed calls number that displays on the main screen may differ from the actual number of calls in the missed calls list. Some missed calls may have been removed from the list by the phone because you have more than 180 entries in the Recents list.

View Your Recent Calls

Check to see who’s called you recently.

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

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

Use the following steps to view your recent calls.

1. Select a line to view.
2. Press the Applications button.
3. Select Recents.
4. Choose to view all recent calls, or to view a certain kind of recent call.
   - All Calls
   - Missed Calls
   - Received Calls
   - Placed Calls
   - Display recents from

To view calls in the Display recents from option, see
View Call Logs from BroadWorks XSI Server
View Call Logs from BroadWorks XSI Server

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

Before you begin, your administrator must add the Display recents from menu on your phone.

Use the following steps to view call logs from BroadWorks XSI Server.

1. Select a line to view.
2. Press the Applications button.
3. Select Recents.
4. Select Display recents from and choose one of the options.
5. Server: Displays call logs stored on and transferred from the server.
6. Phone: Displays call logs stored on the phone.
7. Click Set. (Note: You can view all calls, missed calls, received calls, and placed calls list.)

Return a Recent Call

Use the following steps to return a recent call.

1. From your desk phone, press Recents to return a recent call. (Note: If there is a missed call on a line, you can use the Missed softkey on the phone's home screen to access the Missed calls list.)
2. Select the call record that you want to dial.
3. (Optional) Press Edit call to edit the call record.
4. Press the required line button or press Call to place the call.

Clear the Recent Calls List

Use the following steps to clear the recent calls list.

1. Select a line to view.
2. Press the Applications button.
3. Select Recents.
4. Select a list that you want to delete.
   - All Calls
   - Missed Calls
   - Received Calls
   - Placed Calls
   - Display recents from
5. Press Option and select Delete all.
6. Press OK.

Create a Contact from a Recents Record
Use the following steps to create a contact from a Recents record.

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

Delete a Call Record
Use the following steps to delete a call record.

1. From your desk phone, press the Applications button.
2. Select Recents.
3. Choose to view all recent calls, or to view a certain kind of recent call.
   - All Calls
   - Missed Calls
   - Received Calls
   - Placed Calls
   - Display recents from
4. Highlight the individual record or call group that you want to delete.
5. Press Option.
6. Select Delete entry.
7. Press OK.

Delete All Call Records
You can delete all call history records on your phone.
Use the following steps to delete all call records.

1. From your desk phone, press the Applications button.
2. Select Recents.
3. Select All calls.
4. Press Option and select Delete all.
5. Press OK.
Voicemail

Your Voicemail Account

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

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

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

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

Set up Voicemail on Your Phone

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

Use the following steps to set up voicemail on your phone.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences.
3. Enter your voicemail phone number in Voice mail.
4. Press Set.

Check for New Voice Messages

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

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

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

Access Voicemail

Use the following steps to access your voicemail.

1. From your desk phone, press the Messages button.
2. Follow the voice prompts.
Access Audio Voicemail

Depending on 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 want to access your messages without the visual prompts.

Use the following steps to access your audio voicemail.

1. From your desk phone’s screen, press the Audio softkey,
2. When prompted, enter your voicemail credentials.

Phone Behavior with Voicemail Setting

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

<table>
<thead>
<tr>
<th>Starting State</th>
<th>Event</th>
<th>LED Status After Event</th>
<th>LED Turn Off Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Voicemail, No Missed Call</td>
<td>There is no active call and a call is missed or a call is on hold and the call is missed.</td>
<td>LED Off</td>
<td>–</td>
</tr>
<tr>
<td>No Voicemail, No Missed Call</td>
<td>Voicemail comes in</td>
<td>LED On</td>
<td>User calls the voicemail to retrieve a message.</td>
</tr>
<tr>
<td>Voicemail</td>
<td>There is no active call and a call is missed or a call is on hold and the call is missed.</td>
<td>LED On</td>
<td>User calls the voicemail to retrieve a message.</td>
</tr>
<tr>
<td>Missed Call</td>
<td>Voicemail comes in</td>
<td>LED On</td>
<td>User calls the voicemail to retrieve a message.</td>
</tr>
<tr>
<td>No Voicemail, No Missed Call</td>
<td>No event</td>
<td>LED Off</td>
<td>–</td>
</tr>
</tbody>
</table>
Phone Behavior with Voicemail and Missed Call Configuration Setting

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

<table>
<thead>
<tr>
<th>Starting State</th>
<th>Event</th>
<th>LED Status After Event</th>
<th>LED Turn Off Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Voicemail, No Missed Call</td>
<td>There is no active call and a call is missed or a call is on hold and the call is missed.</td>
<td>LED On</td>
<td>User interacts with the phone.</td>
</tr>
<tr>
<td>No Voicemail, No Missed Call</td>
<td>Voicemail comes in</td>
<td>LED On</td>
<td>User calls the voicemail to retrieve a message.</td>
</tr>
<tr>
<td>Voicemail</td>
<td>There is no active call and a call is missed or a call is on hold and the call is missed.</td>
<td>LED On</td>
<td>User interacts with the phone and calls the voicemail to retrieve a message.</td>
</tr>
<tr>
<td>Missed Call</td>
<td>Voicemail comes in</td>
<td>LED On</td>
<td>User interacts with the phone and calls the voicemail to retrieve a message.</td>
</tr>
<tr>
<td>No Voicemail, No Missed Call</td>
<td>No event</td>
<td>LED Off</td>
<td>–</td>
</tr>
</tbody>
</table>
Settings

Change the Ringtone

Use the following steps to set a ringtone for an incoming call.

1. From your desk phone, press the Applications button.
2. Select User preferences > Ringtone > Ext (n) - Ring tone, where n= extension number.
3. Scroll through the list of ringtones and press Play to hear a sample.
4. Press Select and then Set to save a selection.

Forward Calls in Specific Situations from Your Phone

You can set up your phone so that calls are forwarded during specific situations, such as when your phone is busy. (Note: Call forwarding must be enabled on your phone before you can forward your calls in specific situations.)

Use the following steps to forward calls in certain situations from your phone.

1. From your desk phone, press the Applications button.
2. Select User preferences > Call preferences.
3. Select On for Call forwarding to enable call forwarding.
4. Enter a phone number for each of the call forwarding services that you want to enable:
   - Forward all number—Forwards all incoming calls to a target phone number.
   - Forward busy number—Forwards all incoming calls to a target phone number when the primary line is active.
   - Forward no answer number—Forwards an incoming call that is not answered.
   - Fwd no answer delay—Assigns a response delay time.

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

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

5. Press Set.
Turn on Do Not Disturb for a Specific Line

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

Use the following steps to turn on DND for a specific line.

1. From your desk phone, select a phone line using the Navigation cluster.
2. Press the **Applications** button 📲.
3. Select **User preferences > Call preferences > Do not disturb**. *(Note: If the **Do not disturb** menu doesn’t display on the screen, contact your administrator.)*
4. Select **On** to turn on DND or select **Off** to turn off DND.
5. Press **Set** to save the setting.

Block an Anonymous Call

Use the following steps to block an incoming call that does not have caller information.

1. From your desk phone, press the **Applications** button 📲.
2. Select **User preferences > Call preferences > Block anonymous call**.
3. Select **On** if you want to block the call that does not have caller information or select **Off** to allow the call.
4. Press **Set** to save the setting.

Block Caller ID

You can block your caller identification to prevent your name and phone number from being displayed on the receiver's screen when you make a call. This feature helps you to maintain privacy. *(Note: To get started, the administrator must enable Block CID feature on your phone and on the XSI BroadWorks server.)*

Use the following steps to block Caller ID.

1. From your desk phone, press the **Applications** button 📲.
2. Select **User preferences > Call preferences**.
3. Select **Block caller ID**.
4. Press **Select** to toggle caller ID blocking on or off. *(Note: If your administrator enables the block caller ID feature on the XSI Broadworks server, your phone retrieves the value from the server, and you see the value that your administrator sets on the server. You can then modify the value from the **Block caller ID** menu on the phone.)*
5. Press **Set** to save the change.
## Set Up an Auto Answer Page

Use the following steps to set up an auto answer page.

1. From your desk phone, press the **Applications** button.
2. Select **User preferences > Call preferences > Auto answer page**.
3. Select **On** to enable the Auto answer page or select **Off** to disable Auto answer page.
4. Press **Set** to save the changes.

## Set Up Voicemail

Use the following steps to set up voicemail.

1. From your desk phone, press the **Applications** button.
2. Select **User preferences > Call preferences > Voice mail**.
3. Enter a phone number to check voicemail. *(Note: If you press the **Messages** button, it dials the voicemail number and displays the voice message list.)*
4. Press **Set** to confirm the assigned number.
5. Press **<** to exit.

## Change the Time Format

Use the following steps to change the current time format on the phone screen.

1. From your desk phone, press the **Applications** button.
2. Select **Device administration > Date/Time > Time format**. *(Note: To set daylight savings, select **Device administration > Date/Time > Daylight savings**. Select **On** to turn on the daylight savings and select **Off** to turn it off.)*
3. *(Optional) Select **Device administration > Date/Time > Time zone**.
4. Select a time format and press **Set** to apply the changes.

## Change the Date Format

Use the following steps to change the date format on your phone screen.

1. From your desk phone, press the **Applications** button.
2. Select **Device administration > Date/Time > Date format**.
3. Select a date format and press **Set** to apply the changes.
Change the Screen Saver

Use the following steps to enable your phone screen saver and specify its appearance and the amount of time for the phone to be idle before the screen saver appears.

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

Use the following steps to adjust the phone screen brightness.

1. From your desk phone, press the Applications button.
2. Select User preferences > Screen preferences > Display brightness.
3. Press the Navigation cluster, right or left, to increase or decrease the brightness.
4. Press Save.
Adjust the Backlight Duration

Use the following steps to adjust the backlight to make the phone screen easier to read.

1. From your desk phone, press the Applications button 🛠️.
2. Select User preferences > Screen preferences > Backlight timer.
3. Press the Edit or Select button.
4. Scroll through the list and select a duration for which the backlight remains on:
   - 1 min
   - 5 min (default value)
   - 30 min
   - Always On
5. Press Set to apply the selection.

Change the Display Mode

Use the following steps to change the display mode.

1. From your desk phone, press the Applications button 🛠️.
2. Select User preferences > Attendant console preferences > Display mode.
   (Note: The following options are available: Name, Ext, Both.)
3. Choose the display mode and press Set.
Specify an Audio Device for a Call

You can connect an analog headset, a Bluetooth headset*, and a USB headset* simultaneously to your phone. However, you can use only one headset at time. (*Only with the 8851 phone.)

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

1. From your desk phone, press the Applications button.
2. Select User preferences > Audio preferences > Preferred audio device.
3. Press Select to choose one of the options:
   4. None—Selects the last used audio device.
   5. Speaker—Selects the speakerphone as the audio device.
   6. Headset—Selects a headset as the audio device. A headset priority order is:
      - USB (highest)
      - Bluetooth (medium)
      - analog headset (lowest)
   7. Bluetooth—Selects Bluetooth as the audio device. The priority order is Bluetooth (highest), USB (medium), and analog headset (lowest).
4. Press Set to save the selection.

Restart Your Phone

You may have to reboot your phone for a software upgrade or other changes to take effect. Your settings or other customizations do not change.

Use the following steps to restart your phone.

1. From your desk phone, press the Applications button.
2. Select Device administration > Restart.
3. Select OK to confirm that you want to reboot your phone.

Set Language

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

Use the following steps to set the language

1. From your desk phone, press the Applications button.
2. Select Device administration > Language.
3. Select a language from the list of available languages.
4. Select Save.
Reset Password

It is important to reset your phone password regularly to maintain network security. Keep all passwords in a safe place to avoid theft.

Use the following steps to reset your password. (Note: Before you begin, you must have your current password.)

1. From your desk phone, press Select Device administration > Set password.
2. Enter your current password in the Old password field.
3. Enter your new password in the New password and the Reenter new password fields.
4. Select Save.

Accessibility with Voice Feedback

Voice Feedback helps people who have trouble seeing use their Cisco IP phone. When enabled, a voice prompt helps you navigate your phone buttons and use/configure phone features. The voice feedback also reads incoming caller IDs, displayed screens and settings, and button functions.

Use the following steps to enable/disable Voice Feedback.

1. Use the Select button in the center of the Navigation cluster to enable/disable Voice Feedback. When the phone is idle, quickly tap Select three (3) times to turn this feature on or off.
   Result: A voice prompt alerts you to the feature status.
2. Push a softkey once, and Voice Feedback reads the feature that is associated with the key. Quickly push the softkey twice to execute the feature.
3. Hardkeys such as the Contacts, Applications, and Messages buttons are treated differently. Push a hardkey once.
   Result: A voice reads the screen name followed by the application or setting that is displayed on the phone. (Note: You may not hear Voice Feedback if you select the Headset button, but don't have a connected headset. Select Speakerphone and you hear Voice Feedback again. When on a call, only you hear Voice Feedback so your privacy is assured.)

Note: Voice Feedback is only available for English language users. If this feature is not available to you, then it is disabled on your phone.
Enable Voice Feedback

Voice Feedback helps people who have trouble seeing use their Cisco IP phone. (Note: You can enable or disable Voice Feedback by pressing the Select button three times quickly. You can also access this feature from the Accessibility menu under Applications on your phone.)

Use the following steps to enable voice feedback.

1. From your desk phone, press the Applications button.
2. Select Accessibility > Voice Feedback.
4. Press the Set softkey twice quickly to save your settings.

Adjust Voice Speed

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

Use the following steps to adjust the voice speed.

1. From your desk phone, press the Applications button or press Select three times quickly to turn on Voice Feedback.
2. Select Accessibility and navigate up and down using the Select button ring.
3. Press Select when you hear the option for Voice Speed.
4. Navigate up and down to hear the various speed options.
Result: You will hear the number and name of each option.
5. Press Select to choose and save a voice speed.
   - 1 Slowest
   - 2 Slower
   - 3 Normal
   - 4 Faster
   - 5 Fastest
Adjust Voice Volume

The Voice Feedback feature also allows you to set the voice volume. Use the following steps to set the voice volume.

1. From your desk phone, press the Applications button or press Select three times quickly to turn on Voice Feedback.
2. Select Accessibility and navigate to Voice Volume using the Select button ring.
3. Press Select and continue pressing until you hear each of the five available volume settings.
   - Highest
   - High
   - Normal
   - Low
   - Lowest
4. Press the Set softkey twice to save your settings.
## Accessories for Cisco IP Phone 8841/8851 with MPP Firmware

<table>
<thead>
<tr>
<th>Accessory</th>
<th>Type</th>
<th>Cisco IP Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>8841</td>
</tr>
<tr>
<td><strong>Cisco Accessory</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cisco IP Phone 8851 Key Expansion Module</td>
<td>Add-on module</td>
<td>Not supported</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wall Mount Kit</td>
<td></td>
<td>Supported</td>
</tr>
<tr>
<td>Footstand</td>
<td></td>
<td>Supported</td>
</tr>
<tr>
<td>Cable Lock</td>
<td></td>
<td>Supported</td>
</tr>
<tr>
<td>Cisco Headset 520 Series</td>
<td>USB</td>
<td>Not support</td>
</tr>
<tr>
<td>Cisco Headset 530 Series</td>
<td>Standard RJ9</td>
<td>Supported</td>
</tr>
<tr>
<td></td>
<td>USB Adapter</td>
<td>Not supported</td>
</tr>
<tr>
<td>Cisco Headset 560 Series with Standard Base</td>
<td>Standard RJ9 and AUX</td>
<td>Supported</td>
</tr>
<tr>
<td></td>
<td>USB</td>
<td>Not supported</td>
</tr>
<tr>
<td><strong>Third Party Accessories</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Headsets: See Third Party Headsets</td>
<td>Analog</td>
<td>Supported</td>
</tr>
<tr>
<td></td>
<td>Analog Wideband</td>
<td>Supported</td>
</tr>
<tr>
<td></td>
<td>Bluetooth</td>
<td>Not supported</td>
</tr>
<tr>
<td></td>
<td>USB</td>
<td>Not supported</td>
</tr>
</tbody>
</table>

Third Party Headsets. This section includes information about each headset type.
<table>
<thead>
<tr>
<th>Microphones: See External Speakers and Microphone.</th>
<th>Electronic Hookswitch</th>
<th>Supported (See Note 1.)</th>
<th>Supported (See Note 2.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>External PC</td>
<td>Not supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Speakers: See External Speakers and Microphone.</th>
<th>Electronic Hookswitch</th>
<th>Supported (See Note 1.)</th>
<th>Supported (See Note 2.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>External PC</td>
<td>Not supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>

**Note 1:** If you connect your headset to the phone with the Y-cable (RJ-9 connector and AUX connector), contact Cox Business to confirm the Electronic HookSwitch Control is enabled.

**Note 2:** When you use the Electronic Hookswitch (EHS):

- The EHS connects to the Cisco IP Phone 8811, 8841, and 8845 with the auxiliary port.
- The EHS connects to the Cisco IP Phone 8851, 8861, and 8865 with the auxiliary port, the USB port, or with Bluetooth.
Accessories

Accessories Overview for Cisco IP Phone 8800 Series with Multiplatform Firmware

1. If you connect your headset to the phone with the Y-cable (RJ-9 connector and AUX connector), you need to enable **Electronic HookSwitch Control** in the **Audio Volume** area from the **Voice > User** tab on the phone administration web page.

2. When you use the Electronic Hookswitch (EHS):
   - The EHS connects to the Cisco IP Phone 8811, 8841, and 8845 with the auxiliary port.
   - The EHS connects to the Cisco IP Phone 8851, 8861, and 8865 with the auxiliary port, the USB port, or with Bluetooth.

**View the Accessories Associated with Your Phone**

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

Use the following steps to view accessories associated to your phone.

1. From your desk phone, press the **Applications** button 🗣️.
2. Select one of the following options:
   - **Status > Accessories**
   - **Bluetooth > Devices**
3. (Optional) Select an accessory and press **Show detail**.
4. Press **Exit**.

**Headsets**

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

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

**Important Headset Safety Information**

⚠️ **Note**: High Sound Pressure: Avoid listening to high volume levels for long periods to prevent possible hearing damage.

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

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

**Cisco Headsets 500 Series**

The Cisco Headset 500 Series offers a more enhanced experience with:

- In-call indicators: LEDs on an ear plate
- Simplified call controls
- Customized audio

The supported headsets are:

- Cisco Headset 520 Series
- Cisco Headset 531 and 532
- Cisco Headset 560 Series (Standard Base and Multibase)

**Cisco Headsets 521 and 522**

The Cisco Headsets 521 and 522 are two wired headsets that have been developed for use on Cisco IP Phones and devices. The Cisco Headset 521 features a single earpiece for extended wear and comfort. The Cisco Headset 522 features two earpieces for use in a noisy workplace.

Both headsets feature a 3.5-mm connector for use on laptops and mobile devices. An inline controller with a USB connector is also available for use on the . The controller is an easy way to answer your calls, and to access basic phone features such as hold and resume, mute, and volume control.

The Cisco Headsets 521 and 522 require Multiplatform Firmware Release 11.2(3) or later version. Upgrade your phones to the latest firmware before using these headsets.

Use the following steps to check your phone model and the firmware version.

1. From your desk phone, press the **Applications** icon.
2. Select **Status > Product information.**
   
   **Result:** The **Product name** field shows your phone model. The **Software version** field shows the installed load where you can get the firmware version.
Cisco Headset 521 and 522 Buttons and LED

Your controller buttons are used for basic call features.

**Figure 5. Cisco Headset 521 and 522 Controller**

The following table describes the Cisco Headset 521 and 522 controller buttons.

<table>
<thead>
<tr>
<th>Num</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mute button 🎤</td>
<td>Toggle the microphone on and off.</td>
</tr>
<tr>
<td>2</td>
<td>Volume button + and −</td>
<td>Adjust the volume on your headset.</td>
</tr>
<tr>
<td>3</td>
<td>Call button 📞</td>
<td>Use to manage calls:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to answer an incoming call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press and hold for 2 seconds to end a call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press twice to reject an incoming call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to put an active call on hold. Press again to retrieve a call from hold.</td>
</tr>
</tbody>
</table>
Cisco Headset 531 and 532

The Cisco Headset 530 Series are two headsets that are developed for Cisco products and services. The 531 headset features a single earpiece and offers lightweight comfort. The 532 headset features two earpieces for use in a noisy environment or busy office.

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

The Cisco USB adapter is supported on Cisco IP Phone 8851, 8861, and 8865 with Multiplatform Firmware.

Use the following steps to check your phone model.

1. From your desk phone, press the **Applications** button 📞.
2. Press **Status > Product information**.
   **Result:** The **Product name** field shows your phone model.

The Cisco Headset 530 Series require Multiplatform Firmware Release 11.1(2) or a later version. Upgrade your phones to the latest firmware before using these headsets.

The Cisco Headset USB Adapter for Cisco Headset 530 Series is used for the basic call features.

**Figure 6. Cisco Headset USB Adapter**
The following table describes the Cisco Headset 531 and 532 USB Adapter buttons.

<table>
<thead>
<tr>
<th>Num</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mute button</td>
<td>Toggle the microphone on and off. When Mute on the USB adapter is enabled, the Mute button on the USB adapter lights up.</td>
</tr>
<tr>
<td>2</td>
<td>Volume button + and −</td>
<td>Adjust the volume on your headset.</td>
</tr>
</tbody>
</table>
| 3   | Call button           | Incoming and active call management depends upon if you have one call or multiple calls.  
One call:  
1. Press once to answer incoming calls.  
2. Press once to put an active call on hold. Press again to retrieve the call from hold.  
3. Press twice to reject an incoming call.  
Multiple calls:  
1. Press once to put an active call on hold, and to answer a second incoming call.  
2. Press once to put a current call on hold and press again to resume a call.  
3. Press and hold for 2 seconds to end the current call and press again to resume a held call.  
4. Press and hold for 2 seconds to end an active call, and to answer another incoming call.  
5. Press twice to stay on a current call, and to reject a second incoming call. |

**Cisco Headset 561 and 562**

The Cisco Headset 560 Series are two wireless headsets that are developed for Cisco products and services. The Cisco Headset 561 features a single earpiece and offers lightweight comfort. The Cisco Headset 562 features two earpieces for use in a noisy environment or busy office.

The Cisco Headset 560 Series use a headset base to connect with Cisco IP Phones and charge the headsets. The available options for the base are Standard base and Multibase. The Cisco Headset 560 Series with Standard Base support connection with a single source from a phone or a computer. The Cisco Headset 560 Series with Multibase support multiple sources from phones, computers, and Bluetooth-paired devices and provide an easy and intuitive switch among the connected sources.
You can connect the Cisco Headset 560 Series with any of the following:
The Cisco Headset 560 Series require Multiplatform Firmware Release 11.2(3) and higher.
Upgrade your phones to the latest firmware before using these headsets.
Use the following steps to check your phone model and the firmware version.

1. Press the Applications button.
2. Select Status > Product information.
   Result: The Product name field shows your phone model. The Software version field shows the installed load where you can get the firmware version.

Cisco Headset 561 and 562 Buttons and LED

Your headset buttons are used for basic call features.

Figure 7. Cisco Headset 561 and 562 Headset Buttons

<table>
<thead>
<tr>
<th>Num</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Power and Call button</td>
<td>Use to power the headset on and off. Press and hold for 4 seconds to power on/off the headset. Incoming and active call management depend on the number of calls you have: one (1) or multiple.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>One call:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to answer incoming calls.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press once to put an active call on hold. Press again to retrieve the call from hold.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Press twice to reject an incoming call.</td>
</tr>
<tr>
<td>Num</td>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 1 (cont) | Power and Call button | Multiple calls:  
1. Press once to put an active call on hold, and to answer a second incoming call.  
2. Press once to put a current call on hold and press again to resume a call.  
3. Press and hold for 2 seconds to end the current call and press again to resume a held call.  
4. Press and hold for 2 seconds to end an active call, and to answer another incoming call.  
5. Press twice to stay on a current call, and to reject a second incoming call. |
| 2 | Mute button 🎤 | Toggle the microphone on and off. When Mute on the headset is enabled:  
• The Mute button on the phone lights up.  
• The Mute button on the headset base lights up. (For Multibase only.) |
| 3 | Volume button + and – | Adjust the volume on your headset.                                                                                                             |
| 4 | LED | Shows the headset status:  
• Blinking red—Incoming call.  
• Steady red—Active call.  
• Flashing white every 6 seconds—The headset is paired and idle.  
• Blinking white—Firmware upgrade is in process or the headset is pairing with the base station. |

**Charge Cisco Headset 561 and 562**

Use the headset base to charge the headset.

1. Place the headset into the socket on the base.

The LEDs on the base station indicate the charging status. When the headset is fully charged, the five LEDs on the base are steady white. If the LEDs don't light up, remove the headset from the base and try again.
Upgrade the Headset 500 Series Firmware

When you connect the headset to the phone, the phone checks the headset firmware version. If a new version is available, the phone prompts you to upgrade your headset. The headset upgrade prompt displays only when you are on the home screen of the idle phone. If the phone is in use when a new version firmware is detected the upgrade prompt displays when you return to the home screen in idle mode.

If you don't respond to the upgrade prompt, the upgrade automatically starts when the countdown ends. (Note: Your administrator configures the upgrade rule for your headset on the phone administration web page.)

Use the step below to upgrade the headset 500 series firmware.

1. Press Upgrade on the phone when prompted.

The upgrade icon on the upper-right corner of the phone screen indicates that the headset is upgrading. The time that the upgrade process takes varies with headset models, from 10 to 15 minutes.

2. (Optional) If you want to upgrade your headset later, press Postpone. (Note: You will be prompted every 2 hours until you start the upgrade.)

Cisco Headset 500 Series Setup

On the phone screen, you can test your headset, customize your bass and treble, gain or microphone volume, and sidetone or feedback settings when:

- The Cisco Headset 520 Series is connected to the phone with the inline USB controller.
- The Cisco Headset 531 and 532 is connected to the phone with the USB adapter.
- The Cisco Headset 560 Series Standard Base or Multibase is connected to the phone with the Y-cable or the USB cable.

You are prompted to set up your headset when you connect it to the phone. If you ignore the headset setup prompt, you can also access it from Applications > Status > Accessories.

(Note: The settings are stored in the inline USB controller, the USB adapter, or the headset base, varying from headset models. A factory reset on the phone does not affect the headset settings.)
Adjust Your Headset Bass and Treble

You can customize your headset by adjusting the bass and treble. If you prefer a headset with more bass, tune it toward the warmer setting. If you prefer more treble, tune it toward the brighter setting.

Use the following steps to adjust your headset bass and treble.

1. From your desk phone, press the Applications button.
2. Select Status.
3. Select Accessories.
4. Navigate to Setup > Speaker > Tuning.
5. Press or to adjust the tuning.
6. Press Save to apply and retain your setting.

Adjust Your Headset Microphone Volume

Microphone volume is also known as gain. You can adjust the gain level when you are on a call with various loud and soft voices. This setting equalizes the voices that you hear in the earpiece by making the loud voices softer, and the quiet voices louder.

Use the following steps to adjust your headset microphone volume.

1. From your desk phone, press the Applications button.
2. Select Status.
3. Select Accessories.
4. Navigate to Setup > Microphone > Gain.
5. Press or to adjust the gain level.
6. Press Save to apply and retain your setting.

Adjust Your Headset Speaker Feedback

Feedback, also called sidetone, is the term for hearing your own voice in your headset. You can adjust the sidetone level or turn it off if you find it distracting to hear your own voice during a call.

Use the following steps to adjust your headset speaker feedback.

1. From your desk phone, press the Applications button.
2. Navigate to Status > Accessories > Setup > Speaker > Sidetone.
3. Press or to adjust the sidetone. (Note: The sidetone default value is Off.)
4. Press Set to apply and retain your settings.
Test Your Headset Microphone

Use the following steps to check if your microphone is working before you begin a call.

1. From your desk phone, press the Applications button.
2. Select Status.
3. Select Accessories.
4. Navigate to Setup > Microphone > Test.
5. Press Record and speak into the microphone.
6. Press Playback when you finish speaking and listen to the test recording.

Maximum recording time is 20 seconds.

Replace Your Cisco Headset Ear Pads

Your headset's ear pads are an important part of its performance. They provide comfort, grip, and sound enhancement. With time, it's natural for ear pads to wear out, but you can replace them easily.

Note: Cisco Headset 560 Series ear pads are not compatible with the Cisco Headset 520 Series and Cisco Headset 530 Series.

Use the following steps to replace the Cisco headset ear pads.

1. Rotate the old ear pad counterclockwise.
2. Pull the old ear pad away from the speaker.
3. Push the new ear pad toward the speaker.
4. Rotate the new ear pad clockwise.
**Third Party Headsets**

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

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

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

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

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

**Note:** If you use a local power cube or power injector may reduce or eliminate a humming sound.

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

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

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

**Audio Quality**

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

Wired Headsets

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

When you install a wired headset, make sure you press the cable into the channel in the phone. Failure to press the cable into the channel in the phone can lead to cable damage.

Wireless Headsets

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

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

Standard Headsets

You can use a standard headset with your desk phone. Standard headsets plug into the back of the phone with an RJ-type connector.

Connect a Standard Headset

Standard headsets plug into the back of the phone.

Figure 8. Standard Headset Connection

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

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

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

If your phone has more than one USB port, only one USB headset can be connected at a time.

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

Connect a USB Headset

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

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

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

- If you are on an active call and unplug a USB headset, the audio changes automatically to the speaker.

- If you are on an active call and plug in a USB headset, the audio changes to the USB headset.

Use the step below to connect a USB headset.

1. Plug the USB headset plug into the USB port on the phone.
Bluetooth Wireless Headsets

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

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

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

After a device is paired, the Bluetooth connection is maintained if both devices (phone and headset) are enabled and within range of each other. The connection typically reestablishes itself automatically if either of the devices powers down then powers up. However, some headsets require user action to reestablish the connection.

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

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

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

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

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

The phone supports various Handsfree Profile features that allow you to use devices such as Bluetooth wireless headsets for certain tasks. For example, instead of pressing Redial on the phone, you can redial a number from the Bluetooth wireless headset by following instructions from the headset manufacturer.
These hands-free features apply to Bluetooth wireless headsets that are used with the Cisco IP Phone 8851:

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

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

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

For information about how to use your Bluetooth wireless headset, see the User Guide provided with your headset.

**Turn Bluetooth On or Off**

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

1. From your desk phone, press the Applications button.
2. Select Bluetooth.
3. Press On or Off.
4. Select Set.

**Add a Bluetooth Headset**

Make your Bluetooth headset discoverable.

1. From your desk phone, press the Applications button.
2. Select Bluetooth > Devices.
3. Select Scan.
4. Select your headset and press Connect.
5. (Optional) If prompted, enter the PIN for your headset.

Disconnect a Bluetooth Headset

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

1. From your desk phone, press the Applications button.
2. Select Bluetooth > Devices.
3. Select a Bluetooth headset.
4. Press Disconnect.

Remove a Bluetooth Headset

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

1. From your desk phone, press the Applications button.
2. Select Bluetooth > Devices.
3. Select a Bluetooth headset and press Delete.
Wireless Headsets

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

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

Swap Headsets While on a Call

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

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

When you connect a USB headset, a Bluetooth, and an analog headset to the phone, you can make your USB headset the preferred audio device.

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

When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

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

Adjust Sidetone Gain

Sidetone is the amount of feedback you hear in your ear when you speak. You can adjust the sidetone gain level for the handset and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports.

1. From your desk phone, press the Applications button.
2. Select User preferences > Audio preferences > Sidetone gain.
3. Choose the preferred sidetone gain level.
   - Off—Turns off the sidetone
   - Very low—The minimum sidetone gain level
   - Low—The default sidetone gain level
   - High—The maximum sidetone gain level
4. Press Save to save the setting.
Adjust the Microphone Gain

You can adjust the microphone gain for the handset, handsfree, and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports. You make the gain louder or softer to get a good input level.

You can change the microphone gain while you are on a call. If you save the settings during the call, the change is immediate and is used on subsequent calls. If you don't save the settings during the call, the change is only used for the current call.

1. From your desk phone, press the Applications button.
2. Select User preferences > Audio preferences > Microphone gain.
3. Press >> to make the gain level louder and press << to make it softer. The available options are: Softest, Softer, Soft, Default, Loud, Louder, Loudest.

You can also set the microphone gain based on the device that you use most frequently. Use either method:

- Preferred audio device: Set the preferred audio device to what you use most frequently. For example, if you use analog headset most frequently, then set your preferred device as Headset from the phone menu User preferences > Audio preferences > Preferred audio device. Then adjust the microphone gain of the analog headset, listen to the effect. Then save the one you like. If you use handset most frequently, pick up the handset, ensure you cancel the incoming call. Then adjust the microphone gain.

- Last used audio device: Set the preferred audio device to None from the phone menu User preferences > Audio preferences > Preferred audio device. Then toggle the audio path once. For example, press the microphone of the handsfree on or off once. Then when you adjust the microphone gain, the microphone of the handsfree will be used for the gain adjustment.

4. Press Save to save the setting.

Test the Microphone

You can test your phone microphone after you configure the microphone gain. This test allows you to evaluate if the microphone gain gives the expected result.

1. From your desk phone, press the Applications button.
2. Select User preferences > Audio preferences > Microphone test.
3. Press Record to start recording.
4. Press StopRec when you finish recording. (Note: The maximum time for a test recording is 20 seconds.)
5. Press Playback to listen to the recording.
6. (Optional) To retest the microphone, repeat steps 3 - 5.
7. Press to exit.
Tune the Speaker

You can tune the speaker for the handset, handsfree, and the analog headsets, but not the headsets that use 3.5-mm jack or the USB ports.

You can tune the speaker while you are on a call. If you save the settings during the call, the change is immediate and is used on subsequent calls. If you don't save the settings during the call, the change is only used for the current call.

1. From your desk phone, press the Applications button.
2. Select User preferences > Audio preferences > Tune speaker.
3. Press >> and << to tune the speaker. The available options are: Warmest, Warmer, Warm, Default, Bright, Brighter, Brightest.

You can also set the microphone gain based on the device that you use most frequently. Use either method:

- Preferred audio device: Set the preferred audio device to what you use most frequently. For example, if you use analog headset most frequently, then set your preferred device as Headset from the phone menu User preferences > Audio preferences > Preferred audio device. Then tune the speaker of the analog headset, listen to the effect. Then save the one you like. If you use handset most frequently, pick up the handset, ensure you cancel the incoming call. Then tune the speaker.

- Last used audio device: Set the preferred audio device to None from the phone menu User preferences > Audio preferences > Preferred audio device. Then toggle the audiopath once. For example, press the speaker of the handsfree on or off once. Then when you tune the speaker, the speaker of the handsfree will be used for tuning.

4. Press Save to save the setting.
Specify an Audio Device for a Call

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

When you connect multiple headsets to the phone, you can choose the audio device to use for a call. Your choice applies when you place or answer a call with a line key or the corresponding softkey.

1. From your desk phone, press the Applications button.
2. Select User preferences > Audio preferences > Preferred audio device.
3. Press Select to choose one of the options:
   - None—Selects the last used audio device.
   - Speaker—Selects the speakerphone as the audio device.
   - Headset—Selects a headset as the audio device. A headset priority order is:
     - USB (highest)
     - Bluetooth (medium)
     - analog headset (lowest)
   - Bluetooth—Selects Bluetooth as the audio device. The priority order is Bluetooth (highest), USB (medium), and analog headset (lowest).
4. Press Set to save the selection.

Dynamically Select an Audio Path for a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, only one of them can be used at a time.

When you connect multiple headsets to the phone, the audio path that is used during a call changes based on the audio devices that are connected.

1. (Optional) While you are on a call with an analog headset and a Bluetooth headset connected to the phone, plug in a USB headset. **Result:** The call switches to the USB headset.
2. (Optional) While you are on a call with a USB headset connected to the phone, unplug the USB headset. **(Note:** If a Bluetooth headset is connected the call switches to it, otherwise the call switches to the speaker.)
3. (Optional) While you are on a call with a Bluetooth headset connected to the phone, disconnect the Bluetooth headset (that is, move out of range or power off the headset). **(Note:** If a USB headset is connected the call switches to it, otherwise the call switches to an analog headset.)
4. (Optional) While you are on a call with an analog headset and a USB headset connected to the phone, plug in a Bluetooth headset. **Result:** The call switches to the Bluetooth headset.
**External Speakers and Microphone**

External speakers and microphones are plug-and-play accessories. You can connect an external PC-type microphone and powered speakers (with amplifier) on the Cisco IP Phone by using the line in/out jacks. Connecting an external microphone disables the internal microphone and connecting an external speaker disables the internal phone speaker.

Using poor quality external audio devices, playing loudspeakers at very loud volumes, or placing the microphone very close to the loudspeaker may result in undesirable echo for other parties on your speakerphone calls.

**Cisco IP Phone Key Expansion Module (KEM) Setup Overview**

**Figure 9.** Cisco IP MPP 8851 Phone with KEM (Single LCD Screen)

One (1)-panel KEM; dual LCD screen, 14 line keys, two pages, providing 56 buttons

**Figure 10.** Cisco IP Phone 8851 KEM with Dual Screen

Two (2)-panel KEM; single LCD screen, 18 line keys, two pages, providing 72 buttons
**Note:** The Cisco IP Phone 8851 KEM requires Firmware Release 11.2(3) or later.

### Key Expansion Module Power Information

If you use a Key Expansion Module (KEM) with your IP phone, then Power over Ethernet (PoE) is enough to power your expansion modules. But, your phone must have an IP address in order to charge the expansion module.

A power cube (power supply) is needed for smartphone or tablet charging when your key expansion module is attached.

A key expansion module uses 48V DC, 5W per module. If you are charging a smartphone or a tablet, note the following:

- Side USB: Up to 500mA/2.5W charging
- Back USB: Fast charging, Supports up to 2.1A/10.5W charging

<table>
<thead>
<tr>
<th>Configuration</th>
<th>802.3af Power over Ethernet (PoE)</th>
<th>802.3at PoE</th>
<th>Cisco IP Phone Power Cube 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>8851 with 1 key expansion module</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Key Expansion Module Buttons and Hardware

Figure 11. Cisco IP Phone KEM (Dual LCD)

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCD screen</td>
<td>Displays the phone number, speed-dial number (or name or other text label), phone service, or phone feature assigned to each button. Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</td>
</tr>
<tr>
<td>Lighted buttons</td>
<td>Line buttons. Each button or pair of buttons corresponds to one line. The lights beneath each button indicate the state of the corresponding line as follows:</td>
</tr>
<tr>
<td></td>
<td>• light off—Button is not configured.</td>
</tr>
<tr>
<td></td>
<td>• green steady LED—Line is configured correctly is in idle state.</td>
</tr>
<tr>
<td></td>
<td>• red steady LED—Line in use and have an active call on it.</td>
</tr>
<tr>
<td></td>
<td>• amber steady/blinking LED—A configuration error occurred when this feature was being set up.</td>
</tr>
<tr>
<td>Shift buttons</td>
<td>2 buttons. The button for page 1 is labeled as 1 and the button for page 2 is labeled as 2. The lights in each button indicate the state of the page as follows:</td>
</tr>
<tr>
<td></td>
<td>• green steady LED—Page is in view.</td>
</tr>
<tr>
<td></td>
<td>• light off—Page is not in view.</td>
</tr>
<tr>
<td></td>
<td>• amber steady LED—Page is not in view with one or more alerting calls on the page.</td>
</tr>
</tbody>
</table>
Column Modes
The Cisco IP Phone 8851 Key Expansion Module only supports one-column mode.

One-Column Mode
One-column mode in Cisco IP Phone 8851 Key Expansion Module—Each button on the right of the screen is assigned to a speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 14 items on page 1, and up to 14 items on page 2.

Figure 12. Cisco IP Phone 8851 Key Expansion Module

Allocate a Key Expansion Module Type with the Phone Menu
Use the following steps to assign the key expansion module to the Cisco IP Phone 8851.

1. From your desk phone, press the Applications button.
2. Select User preferences > Attendant console preferences > KEM type.
3. Select the key expansion module type.
4. Press Save.

Adjust the Screen Brightness
You can change the brightness of the key expansion module screen to make it easier to read.

1. From your desk phone, press the Applications button.
2. Select User preferences > Attendant console preferences.
3. Enter a number between 4-15.
4. Press Set.
Modify a Speed Dial on a Key Expansion Module

If one of the line keys on the key expansion module is configured as a speed dial, you can press the line key to change the speed-dial number. You can also verify this change by checking the Unit field on the phone web page.

When the line keys on the key expansion module are configured as a BLF, BLF+Call Pickup, BLF+Call Park, or Call Park, you cannot change the speed-dial number when you press the line key.

1. Press a key expansion module speed-dial key for two (2) seconds.
2. In the Define Speed Dial window, add the speed-dial name and phone number to call when you press the key expansion module speed-dial key.
3. Press Save.

View the UDI Information of the Key Expansion Module

You can view the Unique Device Identifier (UDI) information of the key expansion module. The UDI information includes:

- Product name (PID)
- Product Version ID (VID)
- Serial number (SN)

1. Press the Applications button.
2. Select Status > Accessories > Attendant console unit n.
Product Safety and Security

Safety and Performance Information

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

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

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

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

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

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

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

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

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

Because of potential interference issues, we recommend that you move 802.11b/g devices,
Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset. The Bluetooth wireless headset does not need to be within direct line-of-sight of the phone. However, some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

**Ways to Provide Power to Your Phone**

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

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

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

**Phone Behavior During Times of Network Congestion**

Anything that degrades network performance can affect phone audio 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

**UL Warning**

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

**EnergyStar**

The Cisco IP Phone 8841 and 8851 have EnergyStar certification.
Compliance Statements for the USA

Part 15 Radio Device

Caution: The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user’s authority to operate this device.

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.19 Statement

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

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

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

FCC Receivers and Class B Digital Statement

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

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

• Reorient or relocate the receiving antenna
• Increase the separation between the equipment or devices
• Connect the equipment to an outlet other than the receiver’s
• Consult a dealer or an experienced radio/TV technician for assistance
Cisco Product Security Overview

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

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

Important Online Information

End User License Agreement

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

Regulatory Compliance and Safety Information

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


End of Document