Cisco IP Conference Phone CP-8832 User Guide

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C O N T E N T S

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Your Phone

Cisco IP Conference Phone 8832

Draft comment: Design Team: The image needs to be updated for the 8832. This paragraph was copied from Braavos. Please verify any changes specific to Volantis.

The Cisco IP Conference Phone 8832 enhances people-centric communications. It comnbines superior high-definition (HD) audio performance and 360-degree coverage for larger sized conference rooms and

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executive offices. It provides an audiophile sound experience with a full-duplex two-way wideband (G.722) audio hands-free speaker. This phone is a simple solution that meets the challenges of the most diverse rooms.

Figure 1: Cisco IP Conference Phone 8832

The conference phone has sensitive microphones with 360-degree coverage. This coverage lets you speak in a normal voice and be heard clearly from up to 7 feet (2.1 m) away. The phone also features technology that resists interference from mobile phones and other wireless devices, which assures delivery of clear communications without distractions. The phone provides color interface softkey buttons to access user functions.

Draft comment: The statement above that users can be heard clearly from up to 7 feet away is for Braavos. What is the distance for Volantis if it's different?

The phone is available in charcoal and white. Two wired expansion microphones are included with your conference phone. Placing the wired expansion microphones away from the base unit provides greater coverage in larger conference rooms.

With the base unit alone, the phone provides coverage for a 20 x 20 foot (6.1 x 6.1 m) room and up to 10 people. With the base unit and expansion microphones, the conference phone provides coverage for a 20 x 40 foot (6.1 x 12.2m) room and up to 26 people.

Phone Setup

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

Ways to Provide Power to Your Conference Phone

Your conference phone needs power from one of these sources:

- Power over Ethernet (PoE), which your network supplies.
- Cisco IP Phone Power Injector.
- A Cisco IP Conference Phone 8832 PoE Midspan Cable to add power to your LAN connection. You plug the cable into the phone, and then plug the LAN and a Cisco Power Cube 3 into the cable.

> **Draft comment:** Design Team: Please verify if this is correct.

✎

Note   The midspan cable is not currently available.

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

Figure 2: Conference Phone Power Options
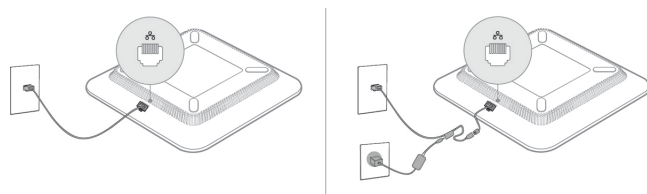
Connect to the Network

You need to connect the conference phone to the telephone network.

- Wired connection—The phone is plugged into the network using an Ethernet cable.
- Wireless connection—The Cisco IP Conference Phone 8832 can use Wi-Fi to connect to a Wireless Access Point.
- Mobile and Remote Access Through Expressway—After you connect the phone to the network, it connects to the Expressway server automatically.

> **Draft comment:** Design Team: The Braavos AG review indicated that MRA is not supported in the first release of the 7832. Is that also the case for Volantis?

Connect to Expressway

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

Before You Begin

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

Draft comment: Design Team: The Braavos AG review indicated that MRA is not supported in the first release of the 7832. Is that also the case for Volantis?

Procedure

Step 1 Enter your activation code or service domain on the **Welcome** screen.

Step 2 Enter your username and password.

Step 3 Press **Submit**.

Install Wired Expansion Microphones

The Cisco IP Conference Phone 8832 includes two wired expansion microphones. You can extend the microphones up to 7 feet (2.13m) from the base unit.

Procedure

Step 1 Plug the end of the microphone cable into the port on the side of the conference phone.

Step 2 Position the table mount plate on the table surface location where you want to place the microphone.

Draft comment: Design team: The ID spec says that "the user will be instructed where to adhere the plates during setup". Is there a setup wizard telling users where to place the microphones for optimum audio? Or are there guidelines we should include in the documentation?

Step 3 Remove the adhesive for the double-stick tape on the bottom of the table mount plate. Place the table mount plate to adhere to the table surface.

Step 4 Extend the microphone cable and attach the microphone to the table mount plate. Use the embedded magnets in the microphone to snap the unit into place.
You can move the microphone and attached table mount to a different location on the table surface as needed. Use care when moving to protect the unit.

When the conference phone is in a call, the expansion microphone LED is lit green. To mute the expansion microphone, press the **Mute** key. When the microphone is muted, the LED is lit red.

Activate and Sign In to Your Phone

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

Sign In to Your Phone

Before You Begin

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

Procedure

Step 1 Enter your user ID in the **User ID** field.

Step 2 Enter your PIN or password in the **PIN** or **Password** field, then press **Submit**.

Sign In to Your Extension from Another Phone

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

Before You Begin

Get your user ID and PIN from your administrator.

Procedure

Step 1 Press **Apps**.

Step 2 Select **Extension Mobility** (name can vary).

Step 3 Enter your user ID and PIN.

Step 4 If prompted, select a device profile.

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Sign Out of Your Extension from Another Phone

Procedure

Step 1   Press **Apps**.

Step 2   Select **Extension Mobility**.

Step 3   Press **Yes** to sign out.

Self Care Portal

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

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

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

- Phone features include speed dial, do not disturb, and your personal address book.

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

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

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

Features	Description
Call forward	Use the number that will receive calls when call forward is enabled on the phone. Use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.
Additional phones	Specify additional phones (your mobile and other phones) that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up these features: • Single number reach—Specify whether the additional phone should ring when someone calls your desk phone. • Mobile calls—If the additional phone is a mobile phone, you can set it up to allow you to transfer mobile calls to your desk phone or desk phone calls to your mobile phone.

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

Related Topics

Speed-Dial Numbers

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

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

The dial string can contain the following characters:

- 0 to 9

- Pound (#)

- Asterisk (*)

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

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.

- An authorization code must always precede a billing code in the speed-dial string.

- A single comma is required between the authorization code and the billing code in the string.

- A speed-dial label is required for speed dials with authorization codes and additional digits.

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

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

Example

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

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- You need to dial 9 for an outside line.

- You want to call 5556543.

- You need to input the authorization code 1234.

- You need to input the billing code 9876.

- You must wait for 4 seconds.

- After the call connects, you must dial the extension 56789#.

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

Related Topics

Cisco IP Phone 8832 Buttons and Hardware
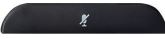
The following figure shows the Cisco IP Conference Phone 8832.

Draft comment: Design team: the image below is the 7832. We need to update the image to reflect 8832.

Figure 3: Cisco IP Conference Phone 8832 Buttons and Features

1	**Mute** bar	Toggle the microphone on or off. When the microphone is muted, the LED bar is lit red.
2	LED bar	Indicates call states: • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
3	Softkey buttons	Access functions and services.
4	Navigation bar and **Select** button	Scroll through menus, highlight items, and select the highlighted item.
5	**Volume** button	Adjust the speakerphone volume (off hook) and the ringer volume (on hook). When you change the volume, the LED bar lights white to show the volume change.

Phone Firmware and Upgrades

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

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

Postpone a Phone Upgrade

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

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

Procedure

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

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View the Progress of a Phone Firmware Upgrade

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

Procedure

Step 1 Press **Settings**.

Step 2 Select **Phone information** > **Show detail**.

Step 3 Select **Phone information**, highlight **Last Upgrade**, and press **Details**.

Step 4 Press **Exit**.

Additional Help and Information

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

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

Accessibility Features

The Cisco IP Conference Phone 8832 provides accessibility features for the blind, and for the visually, hearing, and mobility impaired. Because many of these features are standard, users with disabilities can access them without any special configuration.

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

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

Troubleshooting

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.

- The call control system has communication or internal problems.

- Your phone has internal problems.

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

Find Information About Your Phone

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

Procedure

Step 1   Select **Phone information**.

Step 2   (Optional) Press **Show detail** to view the active load information.

Report Call Quality Issues

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

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

Procedure

Step 1   Press **Report**.

Step 2   Scroll and select the item that closely matches your problem.

Step 3   Press the **Select** softkey to send the information to your system administrator.

Report All Phone Issues

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

Procedure

Step 1   Select **Settings** > **Phone information** > **Report**.

Step 2   Enter the date and time that you experienced the problem in the Date of problem and Time of problem fields.

Step 3   Select **Problem description**.

Step 4   Select a description from the displayed list, then press **Submit**.

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Lost Phone Connectivity

Sometimes your phone can lose its connection to the call control system. When this connection is lost, your phone displays a message.

If you are on an active call when the connection is lost, the call continues. However, you do not have access to all normal phone functions because some functions require information from the call control system. Your softkeys might not work as you expect.

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

Cisco One-Year Limited Hardware Warranty Terms

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

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

C H A P T E R **2**

Calls

Make Calls

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

Make a Call

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

Procedure

Enter a number and press **Call**.

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Redial a Number

You can call the most recently dialed phone number.

Procedure

Press **Redial**.

Speed Dial

You can assign codes to quickly dial the numbers of people you call often. Before you can use speed-dial features on your phone, set up speed dial in the Self Care portal. Speed-dial codes allow you to phone number from a code (sometimes referred to as abbreviated dialing).

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.

- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

Related Topics

Make a Speed-Dial Call with Your Conference Phone

Before You Begin

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

Procedure

Step 1 Press down on the Navigation bar.

Step 2 Select a speed-dial entry and press **Call**.

Make a Call With a Speed-Dial Code

Before You Begin

Procedure

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

Dial an International Number

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

Procedure

Step 1 Press and hold **star (*)** for at least 1 second.
The plus (+) sign is displayed as the first digit in the phone number.

Step 2 Dial the number.
Ten seconds after the last key press, the phone dials the number.

Get Notified When a Contact is Available

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

Procedure

Step 1 Press **Callback** while you are listening to the busy tone or ring sound.

Step 2 Press **Exit** to exit the confirmation screen.

Step 3 When you hear the ringtone that the person is available, press **Dial** to place the call again.

Calls That Require a Billing Code or Authorization Code

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

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

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

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

Related Topics

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Secure Calls

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

Answer Calls

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

Answer a Call

Procedure

Press **Answer**.

Answer Call Waiting on Your Conference Phone

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

Procedure

Select the incoming call and press **Answer**.

Decline a Call

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

Procedure

Press **Decline**.

Turn On Do Not Disturb

Use do not disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.

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

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

When you turn on DND, you always receive emergency calls, even if DND is turned on.

Procedure

Step 1   Press **DND** to turn on DND.

Step 2   Press **DND** again to turn off DND.

Related Topics

Self Care Portal, on page 6

Trace a Suspicious Call

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

Procedure

Press **MCID**.

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.

When you have a call muted, the LED bar lights red.

Procedure

Step 1

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

Mute the Expansion Microphone

You can mute the expansion microphone so that the other persons on a call cannot hear audio from the microphone. This can be useful in conference calls to reduce background noise.

Note If you mute one expansion microphone, the caller can still hear audio from the other expansion microphone and from the base unit. To mute the entire phone, press **Mute** on the base unit.

Procedure

Step 1 Press **Mute** on the expansion microphone.

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

Draft comment: Question for Doc Team: The mute button on the expansion mic doesn't look exactly like the mute button image shown. It is round instead of the standard square button. Do I need to generate a new graphic specifically for the round mute button on the expansion mic, or is this close enough?

Hold Calls

Put a Call on Hold

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

Procedure

Step 1

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

Answer a Call Left on Hold for Too Long

When you leave a call on hold too long, you are notified with these cues:

- Single ring, repeating at intervals
- Flashing LED bar
- Visual notification on the phone screen

Procedure

Swap Between Active and Held Calls

You can easily switch between active and held calls.

Procedure

Forward Calls

Procedure

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

Related Topics

Self Care Portal, on page 6

Transfer Calls

You can transfer an active call to another person.

Transfer a Call to Another Person

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

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

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Procedure

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

Consult Before You Complete a Transfer

Before you transfer a call, you can talk to the person that you're transferring the call to. You can also swap between that call and the call that you're transferring, before you complete the transfer.

Before You Begin

You have an active call that needs to be transferred.

Procedure

Step 1	Press **Transfer**.
Step 2	Enter the other person's phone number.
Step 3	Press **Swap** to return to the held call.
Step 4	Press **Transfer** to complete the transfer.

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.

You can talk with several people in a single call. You can dial another person and add them to the call.

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

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

Add Another Person to a Call

When you are on a call, you can add someone else to your conversation.

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Procedure

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

Step 2 Enter a number.

Step 3 Press **Conf**.

Swap Between Calls Before You Complete a Conference

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

Procedure

Step 1 Call a new conference participant, but do not add the participant to the conference.
Wait until the call is connected.

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

View and Remove Conference Participants

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

Procedure

Step 1 While you are in a conference, press **Details** to view a list of participants.

Step 2 (Optional) Highlight a participant and press **Remove** to drop the participant from the conference.

Scheduled Conference Calls (Meet Me)

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

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

Host a Meet-Me Conference

Before You Begin

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

Procedure

Step 1 Press **Meet Me**.

Step 2 Dial the meet-me phone number.

Join a Meet-Me Conference

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

Procedure

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

Intercom Calls

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

Draft comment: Review for Braavos (7832) indicates that intercom is not supported. Is this the same for Volantis (8832)?

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

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

Make an Intercom Call

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

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Procedure

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

Answer an Intercom Call

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

Before You Begin

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

Procedure

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

Supervise and Record Calls

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

Draft comment: Design team: Review for the 7832 UG indicates that chaperone is not supported. Is that also the case with the 8832 (Volantis)?

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

The chaperone performs the following tasks:

- Records the call.

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

- Ends the call.

The conference ends when the chaperone hangs up the call.

Set Up a Supervised Call

Procedure

Step 1 Answer an incoming call.
Record is displayed if the system determines that the call must be chaperoned and recorded.

Step 2 Press **Conf** to create a conference call.

Step 3 Enter the phone number for the supervisor and press **Call**.

Step 4 Press **Conf** when the supervisor answers.

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

Record a Call

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

Procedure

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

Prioritized Calls

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

Draft comment: Design Team: The review for the Braavos User Guide indicates that MLPP/Priority is not supported on Braavos. Is this also the case on Volantis?

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

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

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

- Put the call on hold

- Transfer the call

- Add the call to a three-way conference

• Use call pickup to answer the call.

Table 1: Multilevel Precedence and Preemption Priority Levels

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

Make a Priority Call

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

Procedure

Step 1 Press **PrecLevel**.

Step 2 Select a priority level for the call.

Step 3 (Optional) Enter your credentials on the authorization screen.

Step 4 Enter the destination number.
You see the precedence level icon on the phone screen and you hear the precedence ringback tone.

Answer a Priority Call

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

Procedure

Press **Answer** when you hear the special ringtone for a precedence call.

Answer a Priority Call While on Another Call

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

Procedure

Press **End Call**.
Your call ends, and the higher priority call rings on the appropriate phone.

Phone Calls with Mobile Connect

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

Draft comment: Design team: The review for Braavos indicated that Mobile Connect is not supported. Is that also the case for Volantis?

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

When you enable additional phones:

- Your desk phone and your additional phones receive calls simultaneously.

- When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.

- When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.

- You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a `Remote In Use` message.

Related Topics

Enable Mobile Connect

Procedure

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

Move a Call from Your Desk Phone to Your Mobile Phone

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

Before You Begin

You need to enable Mobile Connect on your desk phone.

Procedure

Step 1 Press **Mobility**.

Step 2 Press **Select** to send a call to your mobile phone.

Step 3 Answer the active call on your mobile phone.

Move a Call from Your Mobile Phone to Your Desk Phone

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

Before You Begin

You need to enable Mobile Connect on your desk phone.

Procedure

Step 1 Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.

Step 2 Press the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.

Step 3 Press **Answer** on your conference phone within 5 to 10 seconds to resume the call on your desk phone.

Transfer a Call from Your Mobile Phone to Your Desk Phone

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

Before You Begin

You need to enable Mobile Connect on your desk phone.

Get the access code from your administrator.

Procedure

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

CHAPTER **3**

Contacts

Corporate Directory

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

Dial a Contact in the Corporate Directory

Procedure

Step 1 Press **Contacts**.

Step 2 Select **Corporate Directory**.

Step 3 Select a search criteria.

Step 4 Enter your search criteria and press **Submit**.

Step 5 Select the contact and press **Call**.

Personal Directory

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

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

Related Topics

Sign In and Out of a Personal Directory

Before You Begin

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

Procedure

Step 1   Press **Contacts**.

Step 2   Select **Personal directory**.

Step 3   Enter your user ID and PIN, and press **Submit**.

Step 4   To sign out, select **Log out**, press **Select**, and then press **OK**.

Add a New Contact to Your Personal Directory

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Address Book** and press **Submit**.

Step 4   Press **New**.

Step 5   Enter first name, last name, and optionally a nickname.

Step 6   Press **Phones**, enter the phone number along with any required access codes, and then press **Submit**.

Search for a Contact in Your Personal Directory

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Address Book**.

Step 4   Select a search criteria.

Step 5   Enter your search criteria and press **Submit**.

Call a Contact in Your Personal Directory

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your personal directory.

Step 3   Select your **Personal directory** and search for an entry.

Step 4   Select the personal address book entry that you want to dial.

Step 5   Select the required fast-dial code and press **Call**.

Assign a Fast-Dial Code to a Contact

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

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Address Book**.

Step 4   Select a search criteria.

Step 5   Enter the search criteria information and press **Submit**.

Step 6   Select the contact.

Step 7   Press **FastDial**.

Step 8   Select a number and press **Select**.

Step 9   Scroll to an unassigned fast-dial index and press **Submit**.

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Call a Contact with a Fast-Dial Code

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Fast Dials** and scroll to a fast-dial code.

Step 4   Select the required fast-dial code and press **Call**.

Step 5   Select the required fast-dial code and press **Call**.

Edit a Contact in Your Personal Directory

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your Personal directory.

Step 3   Select **Personal address book** and search for an entry.

Step 4   Press **Select**, then **Edit**.

Step 5   Modify the entry information.

Step 6   Press **Phones** to modify a phone number.

Step 7   Press **Update**.

Remove a Contact from Your Personal Directory

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Address Book** and search for an entry.

Step 4   Press **Select**, then **Edit**, then **Delete**.

Step 5   Press **OK** to confirm the deletion.

Delete a Fast-Dial Code

Procedure

Step 1   Press **Contacts**.

Step 2   Sign in to your personal directory.

Step 3   Select **Personal Fast Dials** and search for a fast-dial code.

Step 4   Select the required code and press **Remove**.

Step 5   Select the index and press **Remove**.

Cisco Web Dialer

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

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

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

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Recent Calls

Recent Calls List

Use the Recents list to see the 300 most recent individual calls and call groups.

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

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

View Your Recent Calls

Check to see who's called you recently.

Procedure

Select **Recents**.

Return a Recent Call

You can easily call someone who has called you.

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Procedure

Step 1   Select **Recents**.

Step 2   Select the number that you want to dial.

Step 3   Press **Call**.

Clear the Recent Calls List

Procedure

Step 1   Select **Recents**.

Step 2   Press **Clear**.

Step 3   Press **Delete**.

Delete a Call Record

Procedure

Step 1   Select **Recents**.

Step 2   Highlight the individual record or call group that you want to delete.

Step 3   Press **Delete**.

Step 4   Press **Delete** again to confirm.

Voice Mail

Your Voicemail Account

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

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

Note If the conference phone is a shared phone used in a conference room, the **Messages** softkey may not display.

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.

Check for New Voice Messages

To find out whether you have new voicemail messages, the number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

You will also hear a stutter tone played on the speaker when you use off-hook dialing. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Access Voicemail

Procedure

Step 1   Press **Messages**.

Step 2   Follow the voice prompts.

Applications

- Available Applications, page 39
- View Active Applications, page 39
- Switch to Active Applications, page 40
- Close Active Applications, page 40

Available Applications

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

View Active Applications

You can easily see what applications you already have open.

Procedure

Step 1 Press **Apps**.

> **Draft comment:** Design team: The reviewer for Braavos said you can't view running Apps on the 7832. Is that also the case for Volantis?

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Step 2 Select **Running applications**.

Step 3 Press **Exit**.

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Switch to Active Applications

Procedure

Step 1 Press **Apps**.

Step 2 Select **Running applications**.

Step 3 Select a running application and press **Switch to** to open and use the selected application.

Step 4 Press **Exit**.

Close Active Applications

Procedure

Step 1 Press **Apps**.

Step 2 Select **Running applications**.

Step 3 Select a running application and press **Close app** to close the application.

Step 4 Press **Close**, then press **Exit**.

Settings

Change the Ringtone

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

Procedure

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

Adjust the Phone Ringer Volume

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

Procedure

Press **Volume** up or down to adjust the volume when the phone is not in use.

Adjust the Volume During a Call

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

Procedure

Press **Volume** up or down to adjust the volume while you are on a call.

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.

External Devices

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

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

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

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

⚠️

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

Ways to Provide Power to Your Phone

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

- Use the power cable 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 Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan

- Attacks that occur on your network, such as a Denial of Service attack

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.21 Statement

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

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.Privacy of Communications may not be ensured when using this phone.

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.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

FCC Receivers and Class B Digital Device Statement

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

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

- Reorient or relocate the receiving antenna

- Increase the separation between the equipment or devices

- Connect the equipment to an outlet other than the receiver's

- Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security Overview

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

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

IC Compliance Statements
This device complies with Industry Canada lience-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of Communications may not be ensured when using this phone.

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

Important Online Information

End User License Agreement

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

Regulatory Compliance and Safety Information

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

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Operational temperature: 32° to 104°F (0° to 40°C)

Nonoperational temperature shock: 14° to 140°F (-10° to 60°C)

Humidity: • Operating 10% to 90%, noncondensing
          • Non-operating 10% to 95%, noncondensing