



**REVIEW DRAFT - CISCO CONFIDENTIAL**



## **Cisco Webex Room Phone User Guide**

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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# CHAPTER 1

## Your Phone

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- [Cisco Webex Room Phone](#), on page 1
- [Phone Setup](#), on page 2
- [Buttons and Hardware](#), on page 5
- [Phone Firmware and Upgrades](#), on page 7
- [Additional Help and Information](#), on page 7

## Cisco Webex Room Phone

The Cisco Webex Room Phone provides audio, share, and meeting experience for huddle spaces and team meetings rooms.

**Figure 1: Cisco Webex Room Phone**



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The phone has four built-in microphones to provide 360-degree coverage. This coverage lets you speak in a normal voice and be heard clearly from up to 10 feet (3 m) away. It also features technology that resists interference from mobile phones and other wireless devices. This assures delivery of clear communications without distractions. With the base unit alone, the phone provides coverage for a 20 x 20 feet (6.1 m x 6.1 m) room and up to 10 people.

Two wired expansion microphones are available for use with the phone. Placing the expansion microphones away from the base unit provides greater coverage in larger conference rooms. With the base unit and wired expansion microphones, the phone provides coverage for a 20 x 34 feet (6.1 m x 10 m) room and up to 22 people.

## Feature Support

This document describes all 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 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.

## Connect the Cisco Webex Room Phone to Your Network

After the phone connects to the network, the phone startup process begins, and the phone connects with your network. If you disable the DHCP service, you must configure the network settings on the phone.

After the phone connects, it downloads a new firmware load if needed.

### Before you begin

Choose the power source for the phone:

- Power over Ethernet (PoE)—For administrators who require a consistent AC power source but only want a single cable. PoE is easier to manage, but it can use more electricity. You should confirm that your device connects to a RJ-45 port that supports PoE.
- Ethernet with a Cisco Aironet Power Injector—For administrators who require a consistent, efficient AC power source and who have space for additional cables.

### Procedure

---

Connect the phone to the network.

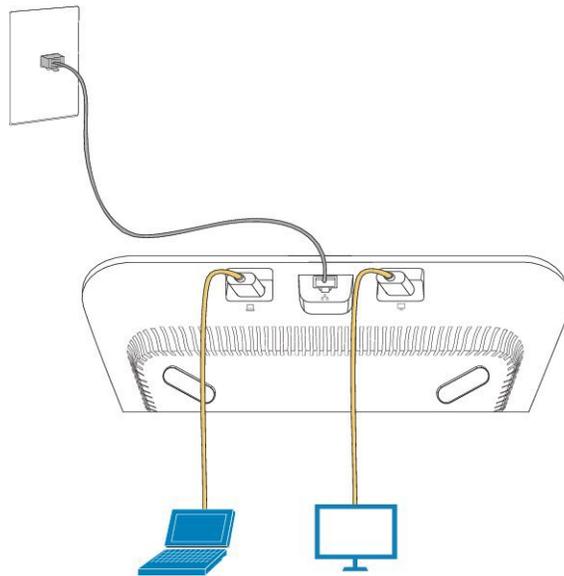
- If you use PoE:
  - a. Plug the Ethernet cable to the LAN port.
  - b. Plug the other end of the Ethernet cable to the RJ-45 port on the rear side of the phone.
- If you do not use PoE:

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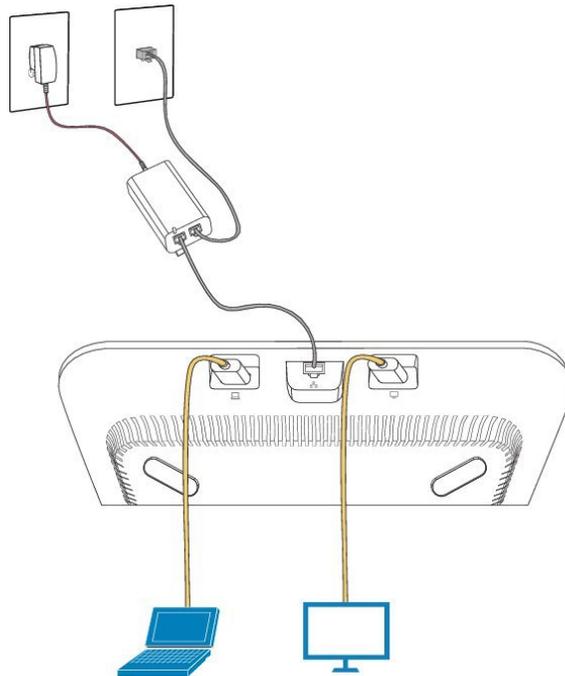
- a. Plug the power cord of the Power Injector into an electrical outlet.
- b. Connect the other end of the power cord to the injector.
- c. Plug one end of the Ethernet cable to the LAN port and the other end to the **DATA IN** port of the injector.
- d. Connect the RJ-45 port on the rear side of the phone to the **DATA & POWER OUT** port of the injector.

The following figure shows PoE deployment of the Cisco Webex Room Phone.

**Figure 2: PoE Deployment**



The following figure shows non-PoE deployment of the Cisco Webex Room Phone.

**REVIEW DRAFT - CISCO CONFIDENTIAL****Figure 3: Non-PoE Deployment**

## Install the Wired Expansion Microphones

The phone supports an optional kit with two wired expansion microphones. You can extend the microphones up to 7 feet (2.13m) from the phone. For best results, we recommend that you place the microphones at least 3 feet (0.91m) away from the phone.

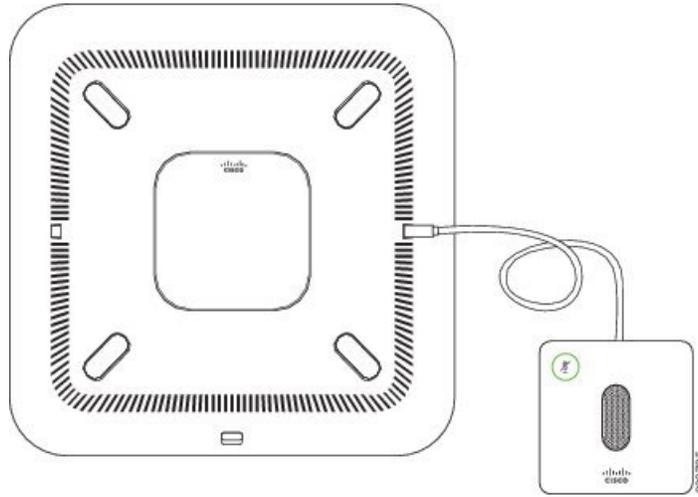
### Procedure

- Step 1** Plug the end of the microphone cable into the port on the side of the phone.
- Step 2** Extend the microphone cable to the desired position.

The following figure shows installation of a wired expansion microphone.

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**Figure 4: Wired Expansion Microphone Installation**



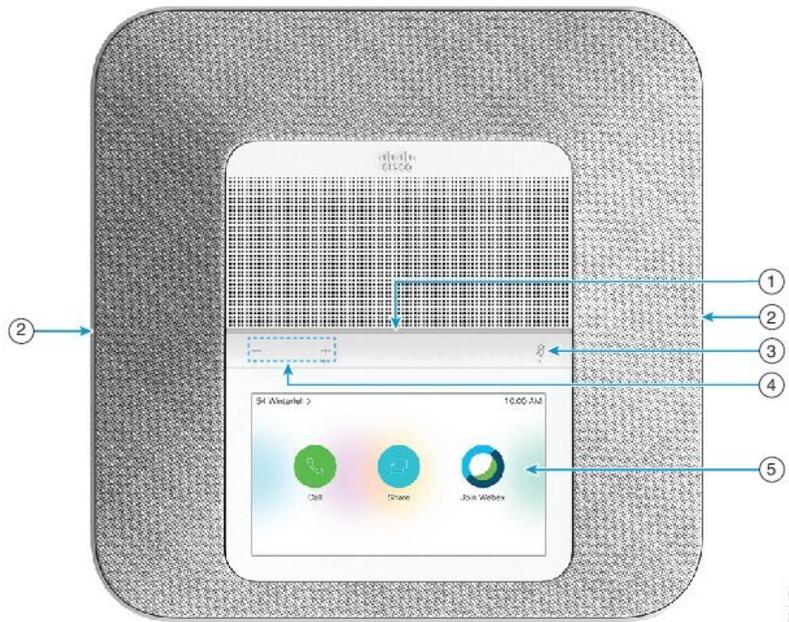
**Related Topics**

[Wired Expansion Microphone](#), on page 7

# Buttons and Hardware

Your phone has many buttons and hardware features that you will use regularly. Use the following figure and table to identify the important button and hardware features.

**Figure 5: Cisco Webex Room Phone Buttons and Hardware**



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The following table describes the hardware features on the Cisco Webex Room Phone.

**Table 1: Cisco Webex Room Phone Buttons**

1	LED bar	Indicates call states: <ul style="list-style-type: none"> <li>• Green, solid—Active call</li> <li>• Green, flashing—Incoming call</li> <li>• Green, pulsing—Held call</li> <li>• Red, solid—Muted call</li> </ul>
2	Expansion microphone port	The wired expansion microphone cable plugs into the port.
3	<b>Mute</b>	 Toggles the microphone on or off. When you mute the microphone, the LED bar lights red.
4	<b>Volume</b>	 Adjusts the speakerphone volume (off-hook) and the ringer volume (on hook).
5	Home screen	Depending upon how you deploy the phone, the home screen displays the <b>Call</b> , <b>Share</b> , <b>Meetings</b> , and <b>Join Webex</b> icons.

## Phone Keypad Characters

The phone keypad allows you to enter letters, numbers, and special characters. You press the **Two (2)** to **None (9)** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**, **Asterisk (\*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key for the English locale. Other locales will have their own characters.

**Table 2: Special Characters on the Keypad**

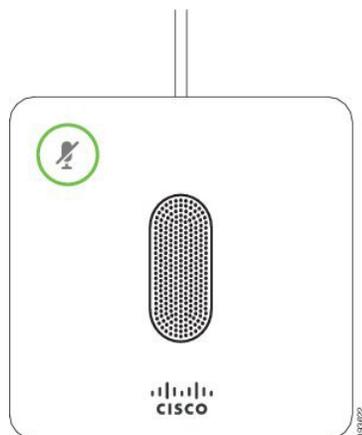
Keypad Key	Special Characters
<b>One (1)</b>	/ . @ : ; = ? - _ & %
<b>Zero (0)</b>	(space) , ! ^ ' "
<b>Asterisk (*)</b>	+ * ~ ` < >
<b>Pound (#)</b>	# \$ £ □ \ ( ) { } [ ]

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## Wired Expansion Microphone

The Cisco Webex Room Phone supports two wired expansion microphones, available in an optional kit. Use the expansion microphones in larger rooms or in a crowded room. For best results, we recommend that you place the microphones between 3 feet (0.91 m) and 7 feet (2.1 m) away from the phone.

**Figure 6: Wired Expansion Microphone**



When you're in a call, the expansion microphone LED around the **Mute**  button is green.

When you mute the microphone, the LED is red. When you press the **Mute** button, the phone and the expansion microphones are muted.

### Related Topics

[Install the Wired Expansion Microphones](#), on page 4

## Phone Firmware and Upgrades

Your phone comes pre-installed with firmware that is specific to the call control system.

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.

## 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.

## Troubleshooting

You may experience issues related to the following scenarios:

- Your phone cannot communicate with the call control system.

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- 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.

**Lost Phone Connectivity**

Sometimes your phone loses its connection to the phone network. 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. But, you don't 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 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>.



## CHAPTER 2

# Calls

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- [Make Calls](#), on page 9
- [End a Call](#), on page 10
- [Answer Calls](#), on page 10
- [Mute Your Audio](#), on page 10
- [Join a Webex Meeting](#), on page 11

## Make Calls

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



---

**Note** Your phone has up to two lines. You can only call one person or a meeting room from your phone at a time.

---

## Make a Call with a Number or a Video Address

If you want to call someone, perform the steps in this procedure. You can also use this procedure to join or start a meeting.

### Procedure

---

- Step 1** Tap **Call** .
- Step 2** If you want to join or start a scheduled meeting, tap **Search or dial** and enter the video address. The video address looks like an email address, such as, **username@sitename.webex.com**.
- Step 3** Tap **Call**.
-

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## End a Call

End your call after you and your colleague finish your conversation.

**Procedure**

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Tap **End call**  to finish your call.

---

## Answer Calls

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

### Answer a Call

Answer your phone when it is ringing, and start a discussion with your coworker or friend.

**Procedure**

---

Tap **Answer**.

---

### Decline a Call

You can reject an incoming call. The caller hears a busy tone.

**Procedure**

---

Tap **Decline**.

---

## Mute Your Audio

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 mute the audio, the LED bar lights red.

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### Procedure

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- Step 1** Press **Mute**  on the phone or **Mute**  on an expansion microphone.  
When you press **Mute** on an expansion microphone, the phone and all microphones are muted.
- Step 2** Press **Mute** again to turn mute off.
- 

## Join a Webex Meeting

You can join a Webex Meeting directly from your phone.

### Procedure

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- Step 1** Tap **Join Webex** .
- Step 2** Enter the meeting number that is listed in the Webex Meeting invitation, and tap **Join** to join the meeting.
-

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## CHAPTER 3

# Recent Calls

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- [Recent Calls List, on page 13](#)
- [View Your Recent Calls, on page 13](#)
- [Return a Recent Call, on page 13](#)

## Recent Calls List

**Draft comment:** Reviewers: 8832 conference phone content has been reused. Please review and let me know if any content does not apply to Phoenix.

Use the Recents list to see the 150 most recent individual calls and call groups.

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

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

## View Your Recent Calls

Check to see who's called you recently.

### Procedure

---

- Step 1** Tap **Call** .
  - Step 2** Tap **Recents**.
- 

## Return a Recent Call

You can easily call someone who has called you.

**REVIEW DRAFT - CISCO CONFIDENTIAL****Procedure**

---

- Step 1** Tap **Call**  .
- Step 2** Tap **Recents**.
- Step 3** Select the contact's name and then tap **Call**.
-



## CHAPTER 4

# Settings

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- [Change the Ringtone, on page 15](#)
- [Change your Display Language, on page 15](#)
- [Adjust the Ring Volume, on page 16](#)
- [Adjust the Volume During a Call, on page 16](#)
- [Adjust the Screen Brightness , on page 16](#)

## Change the Ringtone

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

### Procedure

---

- Step 1** Tap the phone name in the top left corner.
  - Step 2** Tap **Settings**.
  - Step 3** Scroll through the menu and tap **Ringtone and volume**.
  - Step 4** Tap a ringtone.
- 

## Change your Display Language

You can change your display language so your phone displays messages in your native language.

### Procedure

---

- Step 1** Tap the phone name in the top left corner.
  - Step 2** Tap **Settings**.
  - Step 3** Scroll through the menu and tap **Language**.
  - Step 4** Tap a language.
-

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## Adjust the Ring Volume

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

**Procedure**

---

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

---

## Adjust the Volume During a Call

When you are on a call, you can change the volume.

**Procedure**

---

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

---

## Adjust the Screen Brightness

To make viewing more comfortable, you can adjust your phone's default brightness setting.

**Procedure**

- 
- Step 1** Tap the phone name in the top left corner.
  - Step 2** Use the slider to adjust the **Screen Brightness**.
-



## CHAPTER 5

# Product Safety and Security

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- [Safety and Performance Information, on page 17](#)
- [Compliance Statements, on page 18](#)
- [Cisco Product Security Overview, on page 20](#)
- [Important Online Information, on page 20](#)

## 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

### 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.

**REVIEW DRAFT - CISCO CONFIDENTIAL****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 these ways:

- Use the power adapter that comes with your phone.

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.

## Compliance Statements

### Compliance Statements for the European Union

#### CE Marking

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



EU Authorized Representative:  
Edgard Vangael  
Cisco Systems Belgium  
De Kleetlaan 6A  
B 1831 Diegem  
Belgium

03012018

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## Compliance Statements for the USA

### Part 15 Radio Device



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**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.

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## Compliance Statements for Canada

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this phone.

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

### **Avis de Conformité Canadien**

Cet appareil est conforme aux normes RSS exemptes de licence RSS d'Industry Canada. Le fonctionnement de cet appareil est soumis à deux conditions : (1) ce périphérique ne doit pas causer d'interférence et (2) ce périphérique doit supporter les interférences, y compris celles susceptibles d'entraîner un fonctionnement non souhaitable de l'appareil. La protection des communications ne peut pas être assurée lors de l'utilisation de ce téléphone.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

## 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

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must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

### **FCC Receivers and Class B Digital Statement**

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

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

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

## **Cisco Product Security Overview**

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

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

## **Important Online Information**

### **End User License Agreement**

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

### **Regulatory Compliance and Safety Information**

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

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cuipph/Webex/Room/RCSI/RCSI%E2%80%90%200429%E2%80%90book.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/Webex/Room/RCSI/RCSI%E2%80%90%200429%E2%80%90book.pdf)