# Your Phone

# The Cisco IP Phone 8800 Series

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



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**Table 1: Cisco IP Phone 8800 Series Major Features**

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

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

# New and Changed Information

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

## New Information for Firmware Release 11.7(1)

**Table 2: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1)SR1.**

| Revision | Updated Section |
|---|---|
| Updated for video call enhancements | Video Calls |
| Updated for new user experience | Badged Icons,  on page 17 |
| | Phone Screen Features,  on page 16 |
| | Enhanced Line Mode,  on page 21 |

# New Information for Firmware Release 11.5(1)SR1

*Table 3: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1)SR1.*

| Revision | Updated Section |
|---|---|
| Updated for Cisco IP Phone 8865NR support | The Cisco IP Phone 8800 Series,  on page 1 |
| | Set Up Wi-Fi Client,  on page 6 |
| | Buttons and Hardware,  on page 12 |
| | Supported Accessories |
| Updated for Video with Closed Shutter | Stop Your Video |
| Updated for MLPP and Do not disturb support | Turn On Do Not Disturb |
| | Prioritized Calls |
| | Answer a Priority Call |
| Updated for Wi-Fi sign support | Set Up Wi-Fi Client,  on page 6 |
| | Connect to a Pre-Configured Wi-Fi Network,  on page 6 |

# New Information for Firmware Release 11.5(1)

*Table 4: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1).*

| Revision | Updated Section |
|---|---|
| Updated the following sections for Enhance Line Mode. | • Differences Between Phone Calls and Lines, on page 17.<br>• Ignore a Call.<br>• Decline a Call.<br>• Phone Line Modes,  on page 20.<br>• Normal Line Mode,  on page 20.<br>• Enhanced Line Mode,  on page 21. |

| Revision | Updated Section |
|---|---|
| Added the following section for Postpone a Phone Upgrade | Phone Firmware and Upgrades, on page 19 |
| Revised the following section for Do Not Disturb | Turn On Do Not Disturb |
| Added Connect to a Pre-Configured Wi-Fi Network | Connect to a Pre-Configured Wi-Fi Network, on page 6 |

# New Information for Firmware Release 11.0

**Table 5: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.0.**

| Revision | Updated Section |
|---|---|
| Removed references to specific font size. | Change the Font Size. |
| Updated the following section for improved Barge and Merge support. | Add Yourself to a Call on a Shared Line |
| Revised the following section for the improved Problem Report Tool support. | Report All Phone Issues, on page 22 |
| Added new icon to the following section for Do Not Disturb(DND). | Turn On Do Not Disturb |
| Updated the following section for Welcome screen. | Connect to Expressway, on page 8 |

# 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.

# Adjust the Handset Rest

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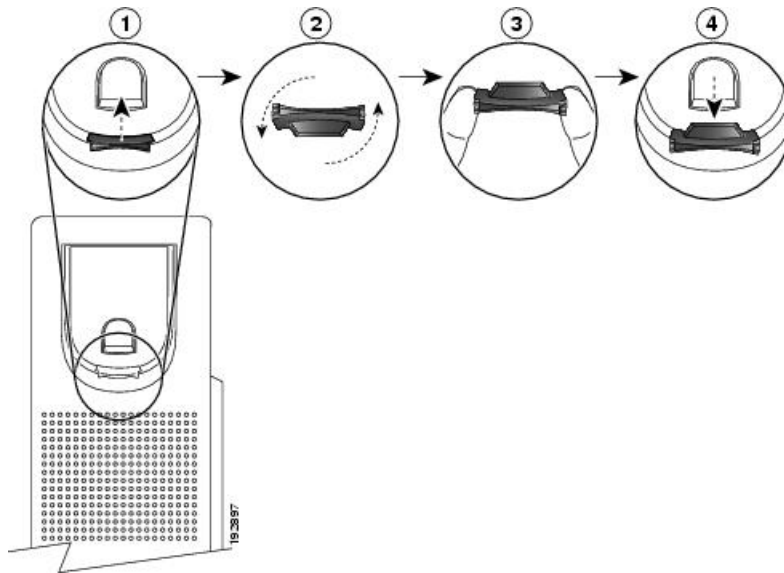
**Procedure**

**Step 1**  Remove the handset from the cradle and pull the plastic tab from the handset rest.

**Step 2**  Rotate the tab 180 degrees.

**Step 3**  Hold the tab between two fingers, with the corner notches facing you.

**Step 4**  Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.

**Step 5**  Return the handset to the handset rest.

# Change the Viewing Angle of Your Phone

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

**Procedure**

**Step 1**  Hold the receiver in the cradle with one hand.

**Step 2**  Move the footstand with the other hand to change the angle.

**Step 3**  (Optional)  Adjust the footstand on the key expansion module and ensure that the phone and key expansion module are stable.

**Step 4**  (Optional)  Press **Self-view** to check the camera angle.

# Connect to the Network

Your phone needs to be connected to the telephone network.

- Wired connection—The phone is plugged into the network using an Ethernet cable.

- Wireless connection—The phone connects to a Wireless Access Point using Wi-Fi.

- Virtual Private Network (VPN)—After the phone is connected to the network, it is set up to automatically connect into a protected network.

- Mobile and Remote Access through Expressway—After the phone is connected to the network, it is set up to automatically connect to the Expressway server.

## Set Up Wi-Fi Client

The Cisco IP Phone 8861 and 8865 can access a Wi-Fi network, but a power adaptor is required to power the phone. The Cisco IP Phone 8865NR cannot be used with a Wi-Fi network.

### Before You Begin

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

### Procedure

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

## Connect to a Pre-Configured Wi-Fi Network

You can connect to a Wi-Fi network with your Cisco IP Phone 8861 and 8865. But the Cisco IP Phone 8865NR does not support Wi-Fi.

Depending upon how your phone is configured, you could be required to sign in when you join a Wi-Fi network or when your phone powers up.

You cannot dismiss the Wi-Fi sign-in window without entering the correct username and password.

**Procedure**

**Step 1**   Enter your Wi-Fi credentials when prompted.

**Step 2**   Select **Sign-in**.

# Connect to a VPN

You connect to your VPN in one of two ways:

> • By entering credentials (username and password, or just a password)

> • With a certificate

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

**Procedure**

**Step 1**   When prompted, enter your VPN credentials.

**Step 2**   Select **Sign-in**.

# Set up a Phone for Use with VPN

### Before You Begin

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

You cannot use the Wi-Fi client with the Cisco IP Phone 8865NR.

**Procedure**

**Step 1**   Press **Applications** .

**Step 2**   Select **Admin settings**.

**Step 3**   Select one of the following menu items:

> • All phones connected to the Ethernet: **Ethernet setup**

• Cisco IP Phone 8861 and 8865 users that use Wi-Fi: **Wi-Fi client setup**

**Step 4** Select **IPv4 Setup**.

**Step 5** Navigate to **Alternate TFTP** and choose **On**.

**Step 6** Select **TFTP server 1**.

**Step 7** Enter your TFTP server address in the **TFTP server 1** field.

**Step 8** Press **Apply**.

**Step 9** Press **Continue**.

**Step 10** Press **Exit**.

# Connect to Expressway

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

This allows you to connect into your corporate network using Mobile and Remote Access Through Expressway.

### Before You Begin

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

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

### Procedure

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

**Step 2** Enter your username and password.

**Step 3** Press **Submit**.

### Activate Your Phone Automatically with a QR Code

If your phone has a camera, you can scan a QR code to activate the phone. If you inadvertently press **Enter manually**, press **Back**  to return to the QR code screen.

### Before You Begin

You need the QR code from your welcome message.

If the code from your welcome message has expired, generate an activation code for your device with the Self Care portal or request an activation code from your administrator.

**Procedure**

**Step 1**    Make the QR code ready with one of these methods:

- Print the email with the QR code and hold the paper in front of the phone camera.
- Display the QR code on your mobile device and hold the device in front of the phone camera.
- Display the QR code on your computer and hold the phone in front of the computer screen.

**Step 2**    Turn the ring around the camera clockwise to open the shutter.

**Step 3**    Scan the QR code.
When the scan succeeds, your phone registers with the server, and you're ready to make your first call.

# Secure the Phone with a Cable Lock

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

**Procedure**

**Step 1**    Take the looped end of the cable lock and wrap it around the object to which you want to secure your phone.

**Step 2**    Pass the lock through the looped end of the cable.

**Step 3**    Unlock the cable lock.

**Step 4**    Press and hold the locking button to align the locking teeth.

**Step 5**    Insert the cable lock into the lock slot of your phone and release the locking button.

**Step 6**    Lock the cable lock.

# Activate and Sign In to Your Phone

You may need to activate your phone 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.

**Step 3**    Press **Submit**.

# Sign In to Your Extension from Another Phone

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

**Before You Begin**

Get your user ID and PIN from your administrator.

**Procedure**

**Step 1**    Press **Applications** 　.

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

**Step 3**    Enter your user ID and PIN.

**Step 4**    If prompted, select a device profile.

# Sign Out of Your Extension from Another Phone

**Procedure**

**Step 1**    Press **Applications** 　.

**Step 2**    Select **Extension Mobility**.

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

# Self Care Portal

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

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

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

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

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

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

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

| Features | Description |
|---|---|
| Call forward | You specify the number that will receive calls when call forward is enabled on the phone. You can use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy. |
| Additional phones | You specify additional phones (your mobile and other phones) that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up the following features:<br><br>- Single number reach—You specify if the additional phone should ring when someone calls your desk phone.<br><br>- 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. |
| Speed dial | You assign phone numbers to speed-dial numbers so that you can quickly call that person. |

**Related Topics**

Phone Calls with Mobile Connect
Speed Dial
Forward Calls

# Speed-Dial Numbers

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

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

The dial string can contain the following characters:

- 0 to 9

- pound (#)

- asterisk (*)

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

The rules for dial strings are:

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

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

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

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

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

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

### Example

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

- You need to dial 9 for an outside line.

- You want to call 5556543.

- You need to input the authorization code 1234.

- You need to input the billing code 9876.

- You must wait for 4 seconds.

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

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

### Related Topics

Calls That Require a Billing Code or Authorization Code

# Buttons and Hardware

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

• Cisco IP Phones 8811, 8841, 8851, 8851NR, and 8861—do not have a camera.

• Cisco IP Phones 8845, 8865, and 8865NR—have a built-in camera.

The following figure shows the Cisco IP Phone 8845.

**Figure 1: Cisco IP Phone 8845 Buttons and Hardware**



| 1 | Handset and Handset light strip | Indicates whether you have an incoming call (flashing red) or a new voice message (steady red). |
|---|---|---|
| 2 | Camera<br>Cisco IP Phone 8845, 8865, and 8865NR only | Use the camera for video calls. |
| 3 | Programmable feature buttons and line buttons | Access your phone lines, features, and call sessions.<br>For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter. |
| 4 | Softkey buttons | Access to functions and services.<br>For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter. |

| 5 | **Back**, Navigation cluster, and **Release** | **Back** ⤺ Return to the previous screen or menu.<br><br>Navigation cluster ⬤ Navigation ring and **Select** button—Scroll through menus, highlight items and select the highlighted item.<br><br>**Release** ☎ End a connected call or session. |
|---|---|---|
| 6 | **Hold/Resume**, **Conference**, and **Transfer** | **Hold/Resume** ⏸ Place an active call on hold and resume the held call.<br><br>**Conference** 👥 Create a conference call.<br><br>**Transfer** 👤 Transfer a call. |
| 7 | **Speakerphone**, **Mute**, and **Headset** | **Speakerphone** 🔊 Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.<br><br>**Mute** 🔇 Toggle the microphone on or off. When the microphone is muted, the button is lit.<br><br>**Headset** 🎧 Toggle the headset on or off. When the headset is on, the button is lit. |
| 8 | **Contacts**, **Applications**, and **Messages** | **Contacts** 📖 Access personal and corporate directories.<br><br>**Applications** ⚙ Access call history, user preferences, phone settings, and phone model information.<br><br>**Messages** 📼 Autodial your voice messaging system. |
| 9 | **Volume** button | ⊟─────⊞ Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook). |

# Navigation

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





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

# Softkey, Line, and Feature Buttons

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

- Softkeys, located below the screen, 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 shows you that 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 to view calls on a line or access features such as **Speed Dial**.

  ◦ Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status:

- Green, steady—Active call or two-way intercom call

- Green, flashing—Held call

- Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group

- Amber, flashing—Incoming call or reverting call

- Red, steady—Remote line in use (shared line or Line Status)

- Red, flashing—Remote line on hold

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

# Phone Screen Features

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

*Figure 2: Cisco IP Phone 8800 Screen*
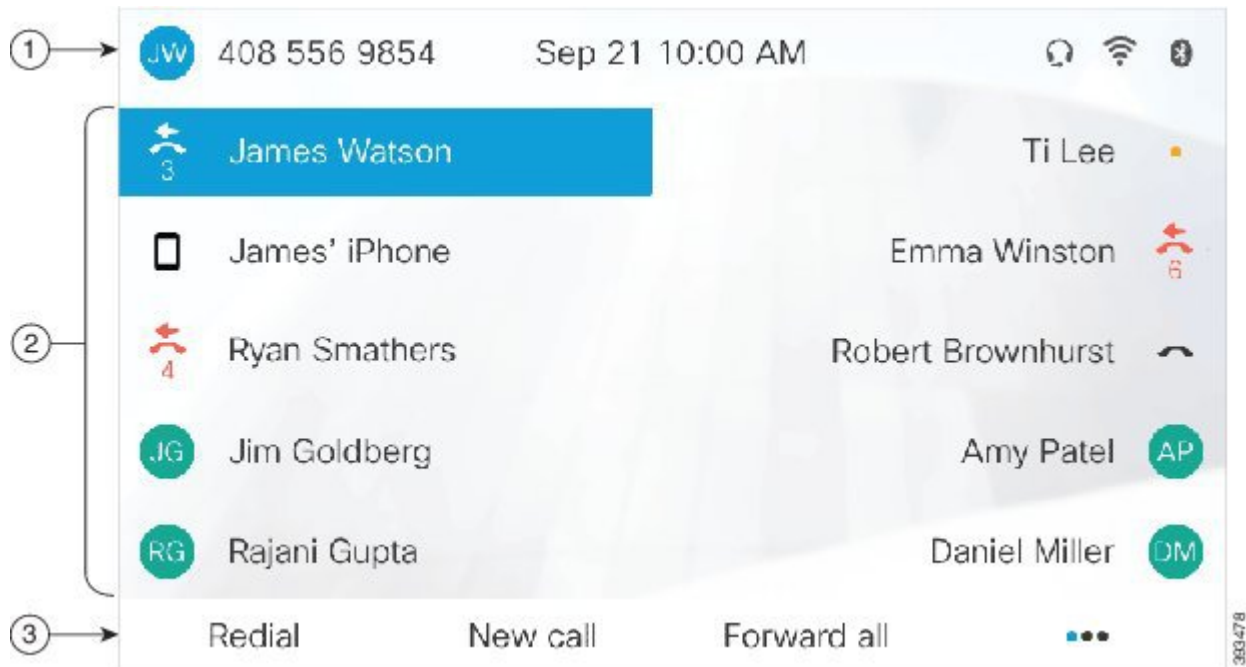


| 1 | At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active. |
| 2 | The middle of the phone screen displays the information associated with the line and feature buttons on the phone. |
| 3 | The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen. |

## Clean the Phone Screen

### Procedure

If your phone screen gets dirty, wipe it with a soft, dry cloth.

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

# Badged Icons

If you have missed calls, the missed call icon, and a counter showing the number of missed calls, display on your phone desktop. If you receive a voicemail, the missed call icon changes to the voicemail icon and voicemail counter until you listen to your messages.

In addition, if you have more than one call on a line, either the held icon or the off hook icon change to show the number of calls.

# Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone.

- Lines—Each line corresponds to a directory number or intercom number that others can use to call you. To see how many lines you have, look at your phone screen. You have as many lines as you have directory numbers and phone line icons. Depending upon how your phone is configured, you could have up to 16 lines.

- Calls—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your administrator can adjust this number according to your needs.

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

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

# USB Ports

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

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

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

**Related Topics**

## Mobile Device Charging

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

- Side port—Provides standard device charging.

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

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

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

- 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.

- When more than one Cisco IP Phone 8800 Key Expansion Module is attached to your phone, the back USB port cannot fast-charge the device.

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

**Related Topics**

# Bluetooth and Your Phone

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

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

After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

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

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.

- You can connect one mobile device (phone or tablet) and one Bluetooth headset at the same time.

- The phone can connect to only one paired mobile device at a time. If your mobile phone is connected and you turn on your tablet, the tablet connects to the phone and the mobile phone disconnects.

- When your Bluetooth headset and your mobile device are connected to the phone, you cannot use the Bluetooth headset to answer desk phone calls from the mobile device.

**Related Topics**

# 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 displays 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.

## View the Progress of a Phone Firmware Upgrade

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

### Procedure

**Step 1**  Press **Applications** ⚙.

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

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

# Energy Savings

Your administrator can reduce the amount of power your phone screen uses when you're not using your phone.

Your administrator can set up these energy-saving levels on your phone:

- Power Save—The backlight or screen turns off when the phone is inactive for a set interval.

- Power Save Plus—Your phone screen turns on and off at times that are based on your work schedule. If your work hours or work days change, you can contact your administrator to reconfigure your phone.

For example, your administrator can set your phone to alert you 10 minutes before it turns off. You see the **Select** button light up and you get a message that your phone is turning off soon. You get notifications at these intervals:

- Four rings at 10 minutes before power off

- Four rings at 7 minutes before power off

- Four rings at 4 minutes before power off

- 15 rings at 30 seconds before power off

If your phone is active, it waits until it has been inactive for a set interval before it notifies you of the pending power shutdown.

# Turn On Your Phone

When your phone turns off to save energy, the phone screen is blank and the **Select** button lights up.

### Procedure

Press **Select** to turn your phone back on.

# Phone Line Modes

Your phone can be set up in one of these modes:

- Normal line mode—In this mode, the buttons to the left and right of the screen have different functions. Usually, the left buttons are the line buttons and the right buttons are the feature buttons. The line and feature buttons are reversed for locales that read from right to left. This mode is also known as session line mode.

- Enhanced line mode—In this mode, the buttons on the left and right of the screen can be set up as line buttons. This mode increases the number of phone lines that you can see and use. You see an alert for an incoming call.

# Normal Line Mode

When your phone is set up for normal (Session) line mode, you interact with the phone in these ways:

- Use the New call window to place a call.

- Select **Answer** to answer a call, unless your phone is set up for an Incoming Call alert. If your phone is set up for an Incoming Call alert, select **Answer**, **Decline**, or **Ignore**.

- Five line keys are available. If your phone is connected to your mobile device or tablet with Bluetooth, only four line keys are available.

# Enhanced Line Mode

When your phone is set up for Enhanced Line mode, you interact with the phone in these ways:

- Select a phone line and enter the phone number to make calls. The Recents list displays phone numbers similar to the number being dialed.

- Select **Answer**, **Decline**, or **Ignore** to answer calls.

- Ten line keys are available.

  You can see your missed calls by selecting a line key to view the missed calls for that line in the call window. The missed call counter clears when you return to the idle screen.

# Additional Help and Information

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

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

- For quick start guides and end-user guides in English, follow this link:

  http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html

- For guides in languages other than English, follow this link:

  http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-translated-end-user-guides-list.html

- For licensing information, follow this link:

  http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-licensing-information-listing.html

# Accessibility Features

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

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

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

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

# Troubleshooting

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

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

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

## Find Information About Your Phone

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

### Procedure

**Step 1** Press **Applications** ⚙.

**Step 2** Select **Phone information**.

**Step 3** (Optional) Press **Show detail** to view the active load information.

**Step 4** Press **Exit** to return to the Applications screen.

## Report Call Quality Issues

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

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

### Procedure

**Step 1** Press **Report quality**.

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

**Step 3** Press the **Select** softkey.
The information is sent to your system administrator.

## Report All Phone Issues

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

**Procedure**

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

## Lost Phone Connectivity

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

If you are on an active call when the connection is lost, the call continues. However, you do not have access to all the 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.

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