



Your Phone

- [The Cisco IP Conference Phone 7832, on page 1](#)
- [New and Changed Information, on page 3](#)
- [Phone Setup, on page 5](#)
- [Activate and Sign In to Your Phone, on page 7](#)
- [Self Care Portal, on page 8](#)
- [Cisco IP Phone 7832 Buttons and Hardware, on page 10](#)
- [Phone Firmware and Upgrades, on page 13](#)
- [Energy Savings, on page 14](#)
- [Additional Help and Information , on page 15](#)

The Cisco IP Conference Phone 7832

The Cisco IP Conference Phone 7832 enhances people-centric communications, combining superior high-definition (HD) audio performance and 360-degree coverage for all sizes of conference rooms and executive offices. It provides an audiophile sound experience with a full-duplex two-way wideband (G.722) audio hands-free speaker. The Cisco IP Conference Phone 7832 is a simple solution that meets the challenges of the most diverse rooms.



The phone has sensitive microphones with 360-degree coverage. This coverage lets users 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, assuring delivery of clear communications without distractions.

Like other devices, a Cisco IP Phone must be configured and managed. These phones encode and decode the following codecs:

- G.711 a-law
- G.711 mu-law
- G.722
- G722.2 AMR-WB
- G.729a/G.729ab
- G.726
- iLBC
- Opus
- iSAC

**Caution**

Using a cell, mobile, or GSM phone, or two-way radio in close proximity to a Cisco IP Phone might cause interference. For more information, see the manufacturer's documentation of the interfering device.

Cisco IP Phones provide traditional telephony functionality, such as call forwarding and transferring, redialing, speed dialing, conference calling, and voice messaging system access. Cisco IP Phones also provide a variety of other features.

As with other network devices, you must configure Cisco IP Phones to prepare them to access Cisco Unified Communications Manager and the rest of the IP network. By using DHCP, you have fewer settings to configure

on a phone. If your network requires it, however, you can manually configure information such as: an IP address, TFTP server, and subnet information.

Cisco IP Phones can interact with other services and devices on your IP network to provide enhanced functionality. For example, you can integrate Cisco Unified Communications Manager with the corporate Lightweight Directory Access Protocol 3 (LDAP3) standard directory to enable users to search for coworker contact information directly from their IP phones. You can also use XML to enable users to access information such as weather, stocks, quote of the day, and other web-based information.

Finally, because the Cisco IP Phone is a network device, you can obtain detailed status information from it directly. This information can assist you with troubleshooting any problems users might encounter when using their IP phones. You can also obtain statistics about an active call or firmware versions on the phone.

To function in the IP telephony network, the Cisco IP Phone must connect to a network device, such as a Cisco Catalyst switch. You must also register the Cisco IP Phone with a Cisco Unified Communications Manager system before sending and receiving calls.

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.

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 and Changed Information for Firmware Release 14.1(1)

No user guide updates were required for Firmware Release 14.1(1).

New and Changed Information for Firmware Release 14.0(1)

Table 1: New and Changed Information

Feature	New or Changed
Hunt Group Enhancements	Recent Calls List

New and Changed Information for Firmware Release 12.8(1)

Table 2: New and Changed Information for Firmware Release 12.8(1)

Feature	New or Changed Content
Phone Data Migration	

New and Changed for Firmware Release 12.7(1)

The following table shows the changes made for Firmware Release 12.7(1).

Table 3: Cisco IP Conference Phone 7832 User Guide Revisions for Firmware Release 12.7(1)

Revision	Updated Section
Updated for hunt group calls on Call Alert	Answer a Call Within Your Hunt Group
General changes	In certain circumstances, users who dialed a number that was busy received the reorder tone. With this release, the user hears the busy tone. New section Phone Icons, on page 12

New and Changed Information for Firmware Release 12.6(1)

No user guide updates were required for Firmware Release 12.6(1).

New and Changed Information for Firmware Release 12.5(1)SR3

The following table shows the changes made for Firmware Release 12.5(1)SR3.

Table 4: Cisco IP Conference Phone 7832 User Guide Revisions for Firmware Release 12.5(1)SR3

Revision	New or Updated Section
New topic	Phone Keypad Characters, on page 11

New and Changed Information for Firmware Release 12.5(1)SR2

No user guide updates were required for Firmware Release 12.5(1)SR2.

Firmware Release 12.5(1)SR2 replaces Firmware Release 12.5(1) and Firmware 12.5(1)SR1. Firmware Release 12.5(1) and Firmware Release 12.5(1)SR1 have been deferred in favor of Firmware Release 12.5(1)SR2.

New and Changed Information for Firmware Release 12.5(1)SR1

The following table shows the changes made for Firmware Release 12.5(1)SR1.

Table 5: Cisco IP Conference Phone 7832 User Guide Revisions for Firmware Release 12.5(1)SR1

Revision	New or Updated Section
Support for Activation Code Onboarding	Connect with Activation Code Onboarding, on page 6

New and Changed Information for Firmware Release 12.5(1)

No updates were required for Firmware Release 12.5(1).

New and Changed Information for Firmware Release 12.1(1)

The following table shows the changes made for Firmware Release 12.1(1).

Table 6: Cisco IP Conference Phone 7832 User Guide Revisions for Firmware Release 12.1(1)

Revision	New or Updated Section
Support for Mobile and Remote Access Through Expressway	<ul style="list-style-type: none"> • Connect to the Network, on page 5 • Connect to Expressway, on page 6
Support for CMC and FAC	Calls That Require a Billing Code or Authorization Code

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.

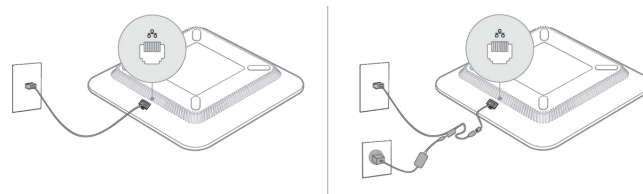
Ways to Provide Power to Your Conference Phone

Your conference phone needs power from one of these sources:

- Power over Ethernet (PoE), which your network supplies.
- Cisco IP Phone Power Injector.
- A PoE Power Cable and Power Cube 3.

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

Figure 1: Conference Phone Power Options



Connect to the Network

You need to connect the phone to the network.

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

After connecting the phone to the network, your phone may be set up for:

- **Mobile and Remote Access Through Expressway**—If your administrator sets up Mobile and Remote Access Through Expressway and you connect your phone to the network, it connects to the Expressway server.

Connect with Activation Code Onboarding

If your network has been configured to support this feature, then you can use Activation Code Onboarding to connect to your company's phone network.

Enter an Activation Code

Activation codes are used to set up your new phone. They can only be used once, and expire after 1 week. Contact your administrator if you don't know your code or if you need a new one.

Procedure

- Step 1** Enter your activation code on the activation screen.
 - Step 2** Press **Submit**.
-

Connect to Expressway

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

Procedure

- Step 1** Reset service mode through **Settings > Admin Settings > Reset Settings > Service mode**.
 - Step 2** Press **Select** when prompted to change the service mode.
 - Step 3** Enter your activation code or service domain on the **Welcome** screen and press **Continue**.
 - Step 4** Enter your username and password.
 - Step 5** Select **Sign in**.
-

Replace Your Existing Phone with a New Phone

You can change your phone model. The change can be required for a number of reasons, for example:

- You have updated your Cisco Unified Communications Manager (Unified CM) to a software version that doesn't support the phone model.
- You want a different phone model from their current model.
- Your phone requires repair or replacement.

Limitation: If the old phone has more lines or line buttons than the new phone, the new phone doesn't have the extra lines or line buttons configured.

The phone reboots when the configuration is complete.

Before you begin

Your administrator needs to set up Cisco Unified Communications Manager to enable the phone migration.

You need a new phone that hasn't been connected to the network or previously configured.

Procedure

- Step 1** Power off the old phone.
 - Step 2** Power on the new phone.
 - Step 3** If prompted, enter your activation code.
 - Step 4** Select **Replace an existing phone**.
 - Step 5** Enter the primary extension of the old phone.
 - Step 6** If the old phone had a PIN assigned, enter the PIN.
 - Step 7** Press **Submit**.
 - Step 8** If you have several devices, select the device to replace from the list and press **Continue**.
-

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.
-

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.

Table 7: Features Available on the Self Care Portal

Features	Description
Call forward	Use the number that receives 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 the additional phones such as your mobile phone 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: <ul style="list-style-type: none"> • 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.
Speed dial	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 enter the number 9 and then the number you want to dial.

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

The dial string can contain the following characters:

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

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- A single comma is required between the authorization code and the billing code in the string.

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

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

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

Example

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

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

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

Related Topics

[Calls That Require a Billing Code or Authorization Code](#)
[Phone Keypad Characters](#), on page 11

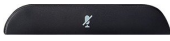



Cisco IP Phone 7832 Buttons and Hardware

The following figure shows the Cisco IP Conference Phone 7832.

Figure 2: Cisco IP Conference Phone 7832 Buttons and Features



The following table describes the buttons on the Cisco IP Conference Phone 7832.

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: <ul style="list-style-type: none"> • 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. When the phone is idle, press Up to access the recent calls list and press Down to access the favorites list.
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 Keypad Characters

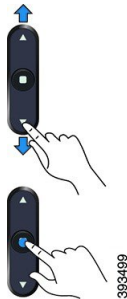
The phone keypad allows you to enter letters, numbers, and special characters. You press the **Two (2)** to **Nine (9)** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**, **Asterisk (*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key for the English locale. Other locales will have their own characters.

Table 8: Special Characters on the Keypad

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

Conference Phone Navigation

Use the Navigation bar to scroll through menus. Use the inner **Select** button of the Navigation bar to select menu items.



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

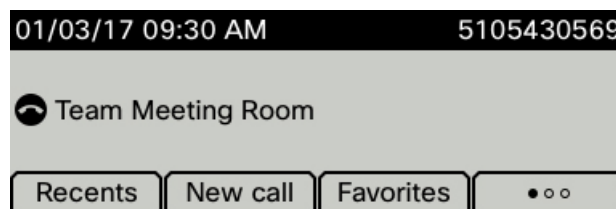
Conference Phone Softkeys

You can interact with the features on your phone with the softkeys. 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 ●● softkey indicates more softkey functions are available.

Conference Phone Screen

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






1	At the top of the screen is the header row. The header row displays the current date and time, and the phone number.
2	The middle of the phone screen displays the information associated with the calls or line.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Phone Icons

Your phone screen displays many icons. This section gives images of the common icons

Icons are in color or grayscale, depending on the screen.

Recents

Icon	Description
	Incoming call
	Outgoing call
	Missed call

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.

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—On the Cisco IP Conference Phone 7832, you have a single line.
- 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.

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.

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.

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**, highlight **Last Upgrade**, and press **Details**.
- Step 3** Press **Exit**.
-

Energy Savings

Your administrator can reduce the amount of power your phone screen uses with the following options:

- 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:

For example, your administrator can set your phone to alert you 10 minutes before it turns off. You get a message that your phone is turning off soon and 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.

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 7832 provides accessibility features for the blind, and the visually, hearing, and mobility impaired. Because many of these features are standard, users with disabilities can access them without any special configuration.

In this document, the term *phone support pages* refers to the web pages that users 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.

For additional information, see the phone User Guide, located here: <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>

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: <http://www.cisco.com/go/accessibility>

Hearing-Impaired Accessibility Features

Your conference phone comes with standard accessibility features that require little or no setup.

Figure 3: Hearing-Impaired Accessibility Features



The following table describes the hearing-impaired accessibility features on the Cisco IP Conference Phone 7832.

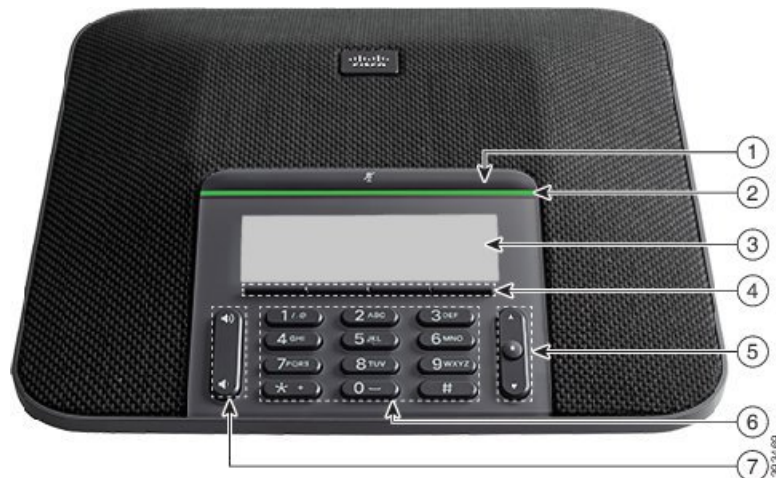
Table 9: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	LED bar	<p>The phone screen displays the current state and the LED bar displays:</p> <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
2	Visual notification of the phone state and message-waiting indicator	<p>The phone screen displays the current state.</p> <p>When you have a message, a message is displayed on the phone screen. Your phone also provides an audible message-waiting indicator.</p> <p>To change the audible voice-message indicator, sign in to the Self Care portal and access the message-indicator settings. You can change each setting to on or off.</p> <p>Your administrator can also change your settings.</p>
3	Adjustable ringtone, pitch, and volume	<ul style="list-style-type: none"> • Select Settings > Preferences to change the ringtone. • Adjust the volume level for the phone ring. When not in a call, press Volume to raise or lower the volume. <p>When you adjust the volume, the LED bar lights white to show the volume increase or decrease.</p> <p>Your administrator can also change your settings.</p>

Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 4: Vision-Impaired and Blind Accessibility Features



The following table describes the vision-impaired and blind accessibility features on the Cisco IP Conference Phone 7832.

Table 10: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	<p>Mute button</p> <ul style="list-style-type: none"> This button is located above the LED bar and the screen. 	<p>Use the Mute button to toggle the microphone on or off. When the microphone is muted, the LED bar lights red. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice.</p>
2	<p>High-contrast visual and audible alert of an incoming call with the LED bar</p> <ul style="list-style-type: none"> The LED bar is located between the Mute button and the screen. 	<p>Alerts you to an incoming call. The LED flashes during incoming calls.</p> <p>Colors indicate your phone's status:</p> <ul style="list-style-type: none"> Green, solid—Active call Green, flashing—Incoming call Green, pulsing—Held call Red, solid—Muted call
3	<p>Back-lit grayscale LCD screen with adjustable contrast on the Cisco IP Phone</p>	<p>Allows you to adjust your phone screen contrast.</p>
4	<p>Softkeys</p> <ul style="list-style-type: none"> These are buttons just below the LCD. 	<p>Provide access to special functions. The LCD displays the functions.</p>

Item	Accessibility Feature	Description
5	Navigation cluster (includes the Navigation bar and the Select button) <ul style="list-style-type: none"> The Navigation cluster is located to the right of the keypad. 	Use the Navigation bar to move up and down in the phone LCD. The Select button is in the center of the Navigation bar.
6	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.
7	Volume key <ul style="list-style-type: none"> This key is located to the left of the keypad. 	Allows you to increase or decrease the ring volume or the sound. Press up on the rocker key to increase the volume. Press down on the rocker key to decrease the volume. When you adjust the volume, the LED bar lights white to show the volume increase or decrease.

Mobility-Impaired Accessibility Features

Your conference phone comes with standard accessibility features that require little or no setup.

Figure 5: Mobility-Impaired Accessibility Features



The following table describes the mobility-impaired accessibility features on the Cisco IP Conference Phone 7832.

Table 11: Mobility-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	LED bar	Indicates your phone's status: <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
2	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Third-Party Accessibility Applications

Cisco works closely with partners to provide solutions that complement the accessibility and usability of Cisco products and solutions. There are third-party applications such as real-time captioning on Cisco IP Phones, Text Telephones for the Deaf (TDD/TTY), Real Time Text (RTT), hearing/voice carry over (HCO/VCO), audible caller ID, inline amplifiers for handsets for louder call sound, “busy lights”, audio/visual emergency notifications through Cisco IP Phones (supporting users with disabilities), etc.

For more information about third-party applications, contact your administrator.

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** Press **Settings**.
- Step 2** Select **Phone information**.
- Step 3** (Optional) Press **Show detail** to view the active load information.

Step 4 Press **Exit**.

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**.

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>.

