



## **Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide**

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### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

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# CHAPTER 1

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- [New and Changed Information for Firmware Release 11.2\(3\)SR1, on page 1](#)
- [New and Changed for Firmware Release 11.2\(3\), on page 1](#)
- [New and Changed for Firmware Release 11.2\(1\), on page 3](#)
- [New and Changed for Firmware Release 11.1\(2\), on page 4](#)
- [New and Changed for Firmware Release 11.1\(1\), on page 5](#)
- [New and Changed Features for Firmware Release 11.0\(1\), on page 5](#)
- [New and Changed Features for Firmware Release 11\(0\), on page 6](#)
- [New Information for Firmware Release 10.4\(1\) SR1, on page 8](#)
- [New Information for Firmware Release 10.4\(1\), on page 8](#)

### New and Changed Information for Firmware Release 11.2(3)SR1

Revision	New and Changed
Added a new task to support Activation Code Onboarding	<a href="#">Activation Code Onboarding, on page 35</a>

### New and Changed for Firmware Release 11.2(3)

Revisions	New and Changed Sections
Added Catalan to the supported language list	<a href="#">Supported Languages for the Phone Display, on page 73</a>
Updated the <code>--key</code> keyword details and added a note about RFC 8188-based encryption.	<a href="#">Report Current Phone Configuration to the Provisioning Server, on page 78</a>
Added new topics to support audio compliance standards: ETSI and TIA	<a href="#">Specify Audio Compliance Standard, on page 140</a>
Added instructions on how to phone users to configure speed dial and monitor a coworker's line.	<a href="#">Enable Users to Configure Features on Line Keys, on page 157</a>

Added a new topic replacing the existing Busy Lamp Field Configuration on a Monitoring Phone topic.	<a href="#">Phone Configuration for Monitoring Other Phones, on page 162</a>
Added a new topic replacing the existing Configure the Phone to Monitor Multiple Users' Lines topic.	<a href="#">Configure the Phone to Monitor Multiple Users' Lines, on page 163</a>
Added a new task on how to enable early media support	<a href="#">Enable P-Early-Media Support, on page 191</a>
Added topics replacing the “Set up Profile Account” topic to support the enhancements in profile authentication	<a href="#">Profile Authentication, on page 192</a> <a href="#">Specify the Profile Authentication Type, on page 193</a>
Added new fields and topics to support the feature of DND and call forwarding status sync	<a href="#">DND and Call Forwarding Status Sync, on page 196</a> <a href="#">Enable Feature Key Sync, on page 197</a> <a href="#">Enable Call Forwarding Status Sync via XSI Service, on page 197</a> <a href="#">Enable DND Status Sync via XSI Service, on page 198</a> <a href="#">XSI Line Service, on page 289</a>
Added a new topic about including a device identifier in uploaded syslog messages.	<a href="#">Include a Device Identifier in Uploaded Syslog Messages, on page 205</a>
Added new fields and a new task on how to remotely report phone problems.	<a href="#">Report a Phone Problem Remotely, on page 185</a> <a href="#">PRT Status, on page 185</a>
Added the <i>Syslog Identifier</i> field.	<a href="#">Optional Network Configuration, on page 228</a>
Replaced the <i>Profile Account Enable</i> parameter with the <i>Profile Authentication Type</i> field Updated the description of the <i>Profile Rule</i> parameter.	<a href="#">Configuration Profile, on page 242</a>
Updated <i>Report Rule</i> and added new parameters: <i>Report to Server</i> , <i>periodic Upload to Server</i> , and <i>Upload Delay on Local Change</i> .	<a href="#">Upload Configuration Options, on page 249</a>
Updated the description for the <i>Extension</i> field.	<a href="#">Line Key, on page 266</a>
Updated the description of the <i>First Name Filter</i> and <i>Last Name Filter</i> fields.	<a href="#">LDAP, on page 273</a>
Example XML parameter configuration is added for the <i>Line Enable</i> parameter.	<a href="#">Voice &gt; Ext (n) &gt; General, on page 278</a>

## New and Changed for Firmware Release 11.2(1)

Revisions	New or Changed Sections
Updated the topics to support LCD screen does not honor "ro" and "na" attribute	<a href="#">Enable User Access to the Phone Interface Menus, on page 82</a> <a href="#">System Configuration, on page 225</a>
Added a new topic to support NAPTR	<a href="#">Configure the SIP Transport, on page 189</a>
Updated the topics to support NAPTR	<a href="#">Telephony Features for Cisco IP Phone, on page 151</a> <a href="#">SIP Settings, on page 280</a>
Added a new topic to support SIP privacy header	<a href="#">Configure a Privacy Header, on page 190.</a>
Updated the topic to support SIP privacy header	<a href="#">SIP Settings, on page 280</a>
Added a new topic to support blocking of SIP message from a non-proxy device	<a href="#">Block Non-Proxy SIP Messages to a Phone, on page 190</a>
Updated the topic to support blocking of SIP message from a non-proxy device	<a href="#">System Configuration, on page 225</a>
Added a new topic to support Peer Firmware Sharing	<a href="#">Peer Firmware Sharing, on page 191</a> <a href="#">Enable Peer Firmware Sharing, on page 192</a>
Updated the topic to support Peer Firmware Sharing	<a href="#">Telephony Features for Cisco IP Phone, on page 151</a> <a href="#">Firmware Upgrade, on page 251</a>
Updated the topic to support profile account	<a href="#">Configuration Profile, on page 242</a>
Added new topic to support call silence	<a href="#">Add Ignore Programmable Soft Key to Silence an Incoming Call, on page 193</a>
Updated the topics to support call silence	<a href="#">Programmable Softkeys, on page 174</a> <a href="#">Telephony Features for Cisco IP Phone, on page 151</a>
Added new topics to support XSI BroadWorks Anywhere	<a href="#">Enable BroadWorks Anywhere, on page 194</a> <a href="#">XSI Line Service, on page 289</a>
Added new topics to support XSI caller ID blocking	<a href="#">Sync the Block Caller ID Feature with the Phone and the BroadWords XSI Server, on page 195</a> <a href="#">XSI Line Service, on page 289</a>
Added new topics to support XSI call logs	<a href="#">Enable Viewing BroadWorks XSI Call Logs on a Line , on page 195</a>
Updated the topics to support XSI call logs	<a href="#">XSI Phone Service, on page 270</a> <a href="#">Telephony Features for Cisco IP Phone, on page 151</a>

Revisions	New or Changed Sections
Updated the topic to support screen saver type "lock" removal	<a href="#">Configure the Screen Saver with the Phone Web Page, on page 161</a>

## New and Changed for Firmware Release 11.1(2)

Feature	New or Changed Sections
Control the Look Up of Caller Names for Incoming and Outgoing Calls	<a href="#">Reverse Name Lookup for Incoming and Outgoing Calls, on page 127</a> <a href="#">Enable and Disable Reverse Name Lookup, on page 128</a>
Make Emergency Calls	<a href="#">Emergency Call Support Background, on page 187</a> <a href="#">Configure a Phone to Make Emergency Calls, on page 188</a> <a href="#">E911 Geolocation Configuration, on page 294</a> <a href="#">An Emergency Call Doesn't Connect to Emergency Services, on page 313</a>
LDAP over TLS (LDAPS).	<a href="#">Configure LDAP over TLS, on page 122</a>
DHCP VLAN options.	<a href="#">Set Up DHCP VLAN Option from Phone Web Page, on page 51</a> <a href="#">VLAN Settings, on page 230</a> <a href="#">Network Configuration Fields, on page 37</a>
HTTPS support for XSI Services.	<a href="#">XSI Phone Service, on page 270</a> <a href="#">Phone Cannot Access BroadSoft Directory for XSI, on page 314</a>



## New and Changed for Firmware Release 11.1(1)

Feature	New or Changed Sections
Asian Language Support	<a href="#">Phone Display Problems, on page 314</a> <a href="#">The Font is Too Small or Has Unusual Characters, on page 315</a> <a href="#">Phone Screen Displays Boxes Instead of Asian Characters, on page 315</a> <a href="#">Phone Locale is Not Displayed, on page 316</a> <a href="#">Softkey Labels are Truncated, on page 316</a>
Call Center Support	<a href="#">Set Up a Call Center Agent Phone, on page 134</a> <a href="#">ACD Call Information Missing, on page 312</a> <a href="#">Phone Doesn't Show ACD Softkeys, on page 312</a> <a href="#">Phone Presence Message: Disconnected from Server, on page 314</a> <a href="#">Presence Status Doesn't Work, on page 314</a>
Call Recording	<a href="#">Enable Remote Call Recording with SIP REC, on page 130</a> <a href="#">Enable Remote Call Recording with SIP INFO, on page 132</a> <a href="#">Call Doesn't Record, on page 313</a>
Factory Reset Button in the Phone Web Page	<a href="#">Factory Reset the Phone with the Web UI Button, on page 185</a> <a href="#">Factory Reset, on page 219</a>
IPv6 Support	<a href="#">Network Configuration Fields, on page 37</a> <a href="#">IPv6 Information, on page 212</a> <a href="#">Network Settings, on page 226</a> <a href="#">IPv6 Settings, on page 227</a>
Presence	<a href="#">Set Up a Phone for Presence, on page 135</a> <a href="#">Broadsoft XMPP, on page 272</a>

## New and Changed Features for Firmware Release 11.0(1)

All new features have been added to [Telephony Features for Cisco IP Phone, on page 151](#).

Revision	Updated Section
Added MOS enhancement	<ul style="list-style-type: none"> <li>• <a href="#">#unique_81</a></li> </ul>
Added how to configure missed call indication on the Configuration Utility Page	<ul style="list-style-type: none"> <li>• <a href="#">Supplementary Services</a></li> <li>• <a href="#">Configure Missed Call Indication with the Configuration Utility, on page 133</a></li> </ul>
Added factory reset and pinging in phone web page with a specific URL	<a href="#">Factory Reset the Phone from Phone Web Page, on page 321</a> <a href="#">Identify Phone Issues with a URL in the Phone Web Page, on page 321</a>
Added information on a star code is added to Conference hard key from the phone web page	<a href="#">Enable Conference Button with a Star Code, on page 160</a>
Add background/wallpaper settings with in Cisco IP Phone with options, "default" and "logo". Logo can be added as phone background	<a href="#">Change Wallpaper from the Phone Page, on page 126</a>
Logo can be added as boot display	<a href="#">Add a Logo as the Boot Display, on page 126</a>

## New and Changed Features for Firmware Release 11(0)

All new features have been added to [Telephony Features for Cisco IP Phone, on page 151](#).

Revision	Updated Section
Added Configure PRT Upload URL	<a href="#">Configure PRT Upload, on page 180</a>
Added Problem Report tool enhancements	<ul style="list-style-type: none"> <li>• <a href="#">#unique_90</a></li> </ul>
Added Problem Report tool upload	<a href="#">Configure PRT Upload, on page 180</a>
Added extra line keys support	<a href="#">Set up Extra Line Keys, on page 161</a>
Updated basic calls enhancements	<ul style="list-style-type: none"> <li>• <a href="#">NAT Settings, on page 279</a></li> <li>• <a href="#">SIP Settings, on page 280</a></li> <li>• <a href="#">Call Feature Settings, on page 283</a></li> <li>• <a href="#">Proxy and Registration, on page 286</a></li> <li>• <a href="#">Subscriber Information, on page 288</a></li> <li>• <a href="#">Audio Configuration, on page 291</a></li> </ul>

Revision	Updated Section
Updated web https enhancements	<a href="#">Enable Access to Phone Web Interface</a> , on page 142 <a href="#">System Configuration</a> , on page 225
Added Call Forwarding support on Voice tab and User tab	<a href="#">Call Forward</a> , on page 129
Added support for XML applications	<a href="#">XML Services</a> , on page 143 <a href="#">XML Directory Service</a> , on page 143 <a href="#">XML Applications</a> , on page 144 <a href="#">Macro Variables</a> , on page 144 <a href="#">Configure a Phone to Connect to an XML Application</a> , on page 147 <a href="#">Configure a Phone to Connect to an XML Directory Service</a> , on page 146
Added support for Hoteling	<a href="#">Enable Hoteling on a Phone</a> , on page 179
Added ability to set password on Configuration Utility	<a href="#">Set the User Password</a> , on page 180
Added TR-069 support	<a href="#">Manage Phones with TR-069</a> , on page 183 <a href="#">TR-069</a> , on page 302 <a href="#">TR-069 Status</a> , on page 217
Updated Dial Plan fields	<a href="#">Dial Plan</a> , on page 293
Added support for 802.x	<a href="#">802.1X Authentication</a> , on page 228
Added shared line enhancement	<a href="#">Shared Lines</a> , on page 135 <a href="#">Configure a Shared Line</a> , on page 136
Added enabling NAT	<a href="#">Enable NAT Mapping</a> , on page 60
Added LDAP enhancement	<a href="#">LDAP</a> , on page 273
Added configure speed dial	<a href="#">Configure a Speed Dial with the Configuration Utility Page</a> , on page 160
Added enabling electronic hookswitch on Configuration Utility	<a href="#">Enable Electronic Hookswitch</a> , on page 183 <a href="#">Audio Volume</a> , on page 296
Updated Speed Dial topic	<a href="#">Speed Dial</a> , on page 160
Added viewing customization state	<a href="#">View the Customization State in the Configuration Utility</a> , on page 210
Added configuring BLF with additional multiple features	<ul style="list-style-type: none"> <li>• <a href="#">Configure Busy Lamp Field with Other Features</a>, on page 165</li> </ul>

Revision	Updated Section
Added star code support on Do Not Disturb feature	<a href="#">Configure Star Codes for DND, on page 134</a>
Updated programmable softkeys changes	<ul style="list-style-type: none"> <li>• <a href="#">Programmable Softkeys, on page 174</a></li> </ul>
Updated provisioning authority changes	<a href="#">Configure Provisioning Authority, on page 178</a>
Updated Do Not Disturb feature changes	<a href="#">Enable Do Not Disturb, on page 133</a>
Added Automatic paging feature	<ul style="list-style-type: none"> <li>• <a href="#">Configure a Phone to Accept Pages Automatically, on page 182</a></li> </ul>
Updated all sections of Phone Configuration Utility (Web page)	<a href="#">#unique_125</a>

## New Information for Firmware Release 10.4(1) SR1

All new features have been added to [Telephony Features for Cisco IP Phone, on page 151](#).

Revision	Updated Section
Added Configure a Paging Group	<a href="#">Configure a Paging Group (Multicast Paging), on page 167</a>
Added Configure Alphanumeric Dialing	<a href="#">Configure Alphanumeric Dialing, on page 166</a>

## New Information for Firmware Release 10.4(1)

All new features have been added to [Telephony Features for Cisco IP Phone, on page 151](#).

Revision	Updated Section
Added Speed-Dial on a line key	<a href="#">Configure a Speed Dial on a Line Key, on page 159</a>
Added Provisioning Authority	<a href="#">Configure Provisioning Authority, on page 178</a>
Added Customization of Programmable Softkey	<a href="#">Configuring Programmable Softkeys, on page 171</a>
Added Remote Customization	<a href="#">Telephony Features for Cisco IP Phone, on page 151</a>
Added Voice Quality Reporting using SIP Publish	<a href="#">Voice Quality Reporting, on page 323</a>
Added Problem Report Tool	<a href="#">Download Problem Reporting Tool Logs, on page 180</a>



## PART I

# About the Cisco IP Phone

- [Technical Details, on page 11](#)
- [Cisco IP Phone Hardware, on page 21](#)





## CHAPTER 2

# Technical Details

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- [Overview of the Cisco IP Phone, on page 11](#)
- [Physical and Operating Environment Specifications, on page 11](#)
- [Cable Specifications, on page 12](#)
- [Network and Computer Port Pinouts, on page 13](#)
- [Phone Power Requirements, on page 14](#)
- [Network Protocols, on page 16](#)
- [VLAN Interaction, on page 19](#)
- [External Devices, on page 20](#)

## Overview of the Cisco IP Phone

The Cisco IP Phone 7800 Series Multiplatform Phones comprises a set of full-featured VoIP (Voice-over-Internet Protocol) phones that provide voice communication over an IP network. The phones provide all the features of traditional business phones, such as call forwarding, redialing, speed dialing, transferring calls, and conference calling. The Cisco IP Phone 7800 Series Multiplatform Phones is targeted for solutions that are centered on Third-Party SIP-based IP PBX.



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**Note** In this document, the terms Cisco IP Phone or phone mean Cisco IP Phone 7800 Series Multiplatform Phones.

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## Physical and Operating Environment Specifications

The following table shows the physical and operating environment specifications for the Cisco IP Phone 7800 Series with Multiplatform Firmware.

**Table 1: Physical and Operating Specifications**

Specification	Value or Range
Operating temperature	32° to 104°F (0° to 40°C)
Operating relative humidity	10% to 90% (noncondensing)



Specification	Value or Range
Storage temperature	14° to 140°F (–10° to 60°C)
Height	8.14 in. (207 mm)
Width	<ul style="list-style-type: none"> <li>• Cisco IP Phone 7811— 7.67 in. (195 mm)</li> <li>• Cisco IP Phone 7821 — 8.11 in. (206 mm)</li> <li>• Cisco IP Phone 7841 — 8.11 in. (206 mm)</li> <li>• Cisco IP Phone 7861— 10.42 in. (264.91 mm)</li> </ul>
Depth	1.1 in. (28 mm)
Weight	<ul style="list-style-type: none"> <li>• Cisco IP Phone 7811— 0.84 kg</li> <li>• Cisco IP Phone 7821 — 0.867 kg</li> <li>• Cisco IP Phone 7841 — 0.868 kg</li> <li>• Cisco IP Phone 7861— 1.053 kg</li> </ul>
Power	<ul style="list-style-type: none"> <li>• 100-240 VAC, 50-60 Hz, 0.5 A—When using the AC adapter</li> <li>• 48 VDC, 0.2 A—When using the in-line power over the network cable</li> </ul>
Cables	<p>Cisco IP Phone 7811, 7821, 7841, and 7861:</p> <ul style="list-style-type: none"> <li>• Category 3/5/5e/6 for 10-Mbps cables with 4 pairs</li> <li>• Category 5/5e/6 for 100-Mbps cables with 4 pairs</li> </ul> <p>Cisco IP Phone 7841: Category 5/5e/6 for 1000-Mbps cables with 4 pairs</p> <p><b>Note</b> Cables have 4 pairs of wires for a total of 8 conductors.</p>
Distance Requirements	As supported by the Ethernet Specification, it is assumed that the maximum cable length between each Cisco IP Phone and the switch is 100 meters (330 feet).

For more information, see the *Cisco IP Phone 7800 Series Data Sheet*: <https://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/datasheet-listing.html>

## Cable Specifications

- RJ-9 jack (4-conductor) for handset and headset connection.



**Note** The Cisco IP Phone 7811 does not contain a headset jack.

- RJ-45 jack for the LAN 10/100BaseT connection (on Cisco IP Phones 7811, 7821, and 7861) and the LAN 1000BaseT connection (on the Cisco IP Phone 7841).
- RJ-45 jack for a second 10/100BaseT compliant connection (on Cisco IP Phones 7811, 7821, and 7861) and the LAN 1000BaseT connection (on the Cisco IP Phone 7841).
- 48-volt power connector.

## Network and Computer Port Pinouts

Although both the network and computer (access) ports are used for network connectivity, they serve different purposes and have different port pinouts:

- The network port is the 10/100 SW port; the Cisco IP Phone 7841 has a 10/100/1000 SW network port.
- The computer (access) port is the 10/100 PC port; the Cisco IP Phone 7841 has a 10/100/1000 PC computer port.

## Network Port Connector

The following table describes the network port connector pinouts.

**Table 2: Network Port Connector Pinouts**

Pin Number	Function
1	BI_DA+
2	BI_DA-
3	BI_DB+
4	BI_DC+
5	BI_DC-
6	BI_DB-
7	BI_DD+
8	BI_DD-
<b>Note</b>	BI stands for bidirectional, while DA, DB, DC, and DD stand for Data A, Data B, Data C, and Data D respectively.

## Computer Port Connector

The following table describes the computer port connector pinouts.

**Table 3: Computer (Access) Port Connector Pinouts**

Pin Number	Function
1	BI_DB+
2	BI_DB-
3	BI_DA+
4	BI_DD+
5	BI_DD-
6	BI_DA-
7	BI_DC+
8	BI_DC-
<b>Note</b>	BI stands for bidirectional, while DA, DB, DC, and DD stand for Data A, Data B, Data C, and Data D respectively.

## Phone Power Requirements

The Cisco IP Phone can be powered with external power or with Power over Ethernet (PoE). A separate power supply provides external power. The switch can provide PoE through the phone Ethernet cable.



**Note** When you install a phone that is powered with external power, connect the power supply to the phone and to a power outlet before you connect the Ethernet cable to the phone. When you remove a phone that is powered with external power, disconnect the Ethernet cable from the phone before you disconnect the power supply.

**Table 4: Guidelines for Cisco IP Phone Power**

Power Type	Guidelines
External power: Provided through the CP-PWR-CUBE-3= external power supply	The Cisco IP Phone uses the CP-PWR-CUBE-3 power supply.

Power Type	Guidelines
External power—Provided through the Cisco IP Phone Power Injector	<p>The Cisco IP Phone Power Injector may be used with most Cisco IP Phones. The phone datasheet identifies if the phone can use the power injector.</p> <p>Functioning as a midspan device, the injector delivers inline power to the attached phone. The Cisco IP Phone Power Injector connects between a switch port and the IP Phone, and supports a maximum cable length of 100m between the unpowered switch and the IP phone.</p>
PoE power—Provided by a switch through the Ethernet cable attached to the phone.	<p>To ensure uninterruptible operation of the phone, make sure that the switch has a backup power supply.</p> <p>Make sure that the CatOS or IOS version that runs on your switch supports your intended phone deployment. See the documentation for your switch for operating system version information.</p>

The documents in the following table provide more information on the following topics:

- Cisco switches that work with Cisco IP Phones
- Cisco IOS releases that support bidirectional power negotiation
- Other requirements and restrictions about power

Document topics	URL
PoE Solutions	<a href="http://www.cisco.com/c/en/us/solutions/enterprise-networks/power-over-ethernet-solutions/index.html">http://www.cisco.com/c/en/us/solutions/enterprise-networks/power-over-ethernet-solutions/index.html</a>
Cisco Catalyst Switches	<a href="http://www.cisco.com/c/en/us/products/switches/index.html">http://www.cisco.com/c/en/us/products/switches/index.html</a>
Integrated Service Routers	<a href="http://www.cisco.com/c/en/us/products/routers/index.html">http://www.cisco.com/c/en/us/products/routers/index.html</a>
Cisco IOS Software	<a href="http://www.cisco.com/c/en/us/products/ios-nx-os-software/index.html">http://www.cisco.com/c/en/us/products/ios-nx-os-software/index.html</a>

## 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.

## Power Reduction

You can reduce the amount of energy that the Cisco IP Phone consumes by using Power Save mode.

### Power Save

In Power Save mode, the backlight on the screen is not lit when the phone is not in use. The phone remains in Power Save mode until the user lifts the handset or presses any button. Set up each phone to enable or disable Power Save settings.




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**Note** The Cisco IP Phone 7811 does not support Power Save because the phone screen does not have a backlight.

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## Power Negotiation Over LLDP

The phone and the switch negotiate the power that the phone consumes. Cisco IP Phone operates at multiple power settings, which lowers power consumption when less power is available.

After a phone reboots, the switch locks to one protocol (CDP or LLDP) for power negotiation. The switch locks to the first protocol (containing a power Threshold Limit Value [TLV]) that the phone transmits. If the system administrator disables that protocol on the phone, the phone cannot power up any accessories because the switch does not respond to power requests in the other protocol.

Cisco recommends that Power Negotiation always be enabled (default) when connecting to a switch that supports power negotiation.

If Power Negotiation is disabled, the switch may disconnect power to the phone. If the switch does not support power negotiation, disable the Power Negotiation feature before you power up accessories over PoE. When the Power Negotiation feature is disabled, the phone can power the accessories up to the maximum that the IEEE 802.3af-2003 standard allows.




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**Note** When CDP and Power Negotiation are disabled, the phone can power the accessories up to 15.4W.

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## Network Protocols

Cisco IP Phones support several industry-standard and Cisco network protocols that are required for voice communication. The following table provides an overview of the network protocols that the phones support.

*Table 5: Supported Network Protocols on the Cisco IP Phone*

Network Protocol	Purpose	Usage Notes
Bootstrap Protocol (BootP)	BootP enables a network device, such as the Cisco IP Phone, to discover certain startup information, such as its IP address.	—

Network Protocol	Purpose	Usage Notes
Cisco Discovery Protocol (CDP)	<p>CDP is a device-discovery protocol that runs on all Cisco-manufactured equipment.</p> <p>A device can use CDP to advertise its existence to other devices and receive information about other devices in the network.</p>	The Cisco IP Phone uses CDP to communicate information such as auxiliary VLAN ID, per port power management details, and Quality of Service (QoS) configuration information with the Cisco Catalyst switch.
Domain Name Server (DNS)	DNS translates domain names to IP addresses.	Cisco IP Phones have a DNS client to translate domain names into IP addresses.
Dynamic Host Configuration Protocol (DHCP)	<p>DHCP dynamically allocates and assigns an IP address to network devices.</p> <p>DHCP enables you to connect an IP phone into the network and have the phone become operational without the need to manually assign an IP address or to configure additional network parameters.</p>	<p>DHCP is enabled by default. If disabled, you must manually configure the IP address, subnet mask, and gateway on each phone locally.</p> <p>We recommend that you use the DHCP custom option 160, 159.</p>
Hypertext Transfer Protocol (HTTP)	HTTP is the standard protocol for transfer of information and movement of documents across the Internet and the web.	Cisco IP Phones use HTTP for XML services, provisioning, upgrade and for troubleshooting purposes.
Hypertext Transfer Protocol Secure (HTTPS)	Hypertext Transfer Protocol Secure (HTTPS) is a combination of the Hypertext Transfer Protocol with the SSL/TLS protocol to provide encryption and secure identification of servers.	<p>Web applications with both HTTP and HTTPS support have two URLs configured. Cisco IP Phones that support HTTPS choose the HTTPS URL.</p> <p>A lock icon is displayed to the user if the connection to the service is via HTTPS.</p>
Internet Protocol (IP)	IP is a messaging protocol that addresses and sends packets across the network.	<p>To communicate with IP, network devices must have an assigned IP address, subnet, and gateway.</p> <p>IP addresses, subnets, and gateways identifications are automatically assigned if you are using the Cisco IP Phone with Dynamic Host Configuration Protocol (DHCP). If you are not using DHCP, you must manually assign these properties to each phone locally.</p>





Network Protocol	Purpose	Usage Notes
Session Initiation Protocol (SIP)	SIP is the Internet Engineering Task Force (IETF) standard for multimedia conferencing over IP. SIP is an ASCII-based application-layer control protocol (defined in RFC 3261) that can be used to establish, maintain, and terminate calls between two or more endpoints.	Like other VoIP protocols, SIP is designed to address the functions of signaling and session management within a packet telephony network. Signaling allows call information to be carried across network boundaries. Session management provides the ability to control the attributes of an end-to-end call.
Secure Real-Time Transfer protocol (SRTP)	SRTP is an extension of the Real-Time Protocol (RTP) Audio/Video Profile and ensures the integrity of RTP and Real-Time Control Protocol (RTCP) packets providing authentication, integrity, and encryption of media packets between two endpoints.	Cisco IP Phones use SRTP for media encryption.
Transmission Control Protocol (TCP)	TCP is a connection-oriented transport protocol.	—
Transport Layer Security (TLS)	TLS is a standard protocol for securing and authenticating communications.	When security is implemented, Cisco IP Phones use the TLS protocol when securely registering with the third-party call control system.
Trivial File Transfer Protocol (TFTP)	TFTP allows you to transfer files over the network.  On the Cisco IP Phone, TFTP enables you to obtain a configuration file specific to the phone type.	TFTP requires a TFTP server in your network, which can be automatically identified from the DHCP server.
User Datagram Protocol (UDP)	UDP is a connectionless messaging protocol for delivery of data packets.	UDP is used only for RTP streams. SIP uses UDP, TCP, and TLS.

**Related Topics**

[Verify the Network Setup](#), on page 33

[Verify Phone Startup](#), on page 43

## VLAN Interaction

The Cisco IP Phone contains an internal Ethernet switch, enabling forwarding of packets to the phone, and to the computer (access) port and the network port on the back of the phone.

If a computer is connected to the computer (access) port, the computer and the phone share the same physical link to the switch and share the same port on the switch. This shared physical link has the following implications for the VLAN configuration on the network:

- The current VLANs might be configured on an IP subnet basis. However, additional IP addresses might not be available to assign the phone to the same subnet as other devices that connect to the same port.
- Data traffic present on the VLAN supporting phones might reduce the quality of VoIP traffic.
- Network security may indicate a need to isolate the VLAN voice traffic from the VLAN data traffic.

You can resolve these issues by isolating the voice traffic onto a separate VLAN. The switch port to which the phone connects would be configured for separate VLANs for carrying:

- Voice traffic to and from the IP phone (auxiliary VLAN on the Cisco Catalyst 6000 series, for example)
- Data traffic to and from the PC that connects to the switch through the computer (access) port of the IP phone (native VLAN)

Isolating the phones on a separate, auxiliary VLAN increases the quality of the voice traffic and allows a large number of phones to be added to an existing network that does not have enough IP addresses for each phone.

For more information, see the documentation that is included with a Cisco switch. You can also access switch information at this URL:

<http://cisco.com/en/US/products/hw/switches/index.html>

## 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.



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**Caution**

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

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## CHAPTER 3

# Cisco IP Phone Hardware

- [Cisco IP Phone Hardware Overview, on page 21](#)
- [Cisco IP Phone 7811, on page 22](#)
- [Cisco IP Phone 7821, on page 23](#)
- [Cisco IP Phone 7841, on page 24](#)
- [Cisco IP Phone 7861, on page 25](#)
- [Buttons and Hardware, on page 26](#)
- [Terminology Differences, on page 29](#)

## Cisco IP Phone Hardware Overview

The Cisco IP Phone provides voice communication over an Internet Protocol (IP) network. The Cisco IP Phone functions much like a digital business phone, and allows you to place and receive phone calls and to access features such as mute, hold, transfer, speed dial, call forward, and more. In addition, because the phone connects to your data network, it offers enhanced IP telephony features, such as access to network information and services, and customizable features and services.

The Cisco IP Phone 7841 supports Gigabit ethernet connectivity.

When adding features to the phone line keys, you are limited by the number of line keys available. You cannot add more features than the number of line keys on your phone.

**Table 6: Cisco IP Phone 7800 Series and Supported Line Keys**

Phone	Supported Line Keys
Cisco IP Phone 7811	0
Cisco IP Phone 7821	2
Cisco IP Phone 7841	4
Cisco IP Phone 7861	16

A Cisco IP Phone, like other network devices, must be configured and managed. These phones encode G.711 a-law, G.711 mu-law, G.722, G.722.2/AMR-WB, G.729a, G.729ab and iLBC codecs; and decode G.711 a-law, G.711 mu-law, G.722, G.722.2/AMR-WB, G.729a, G.729ab and iLBC codecs.

**Caution**

Use of 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 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 Third-Party Call Control system 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 Third-Party Call Control system 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.

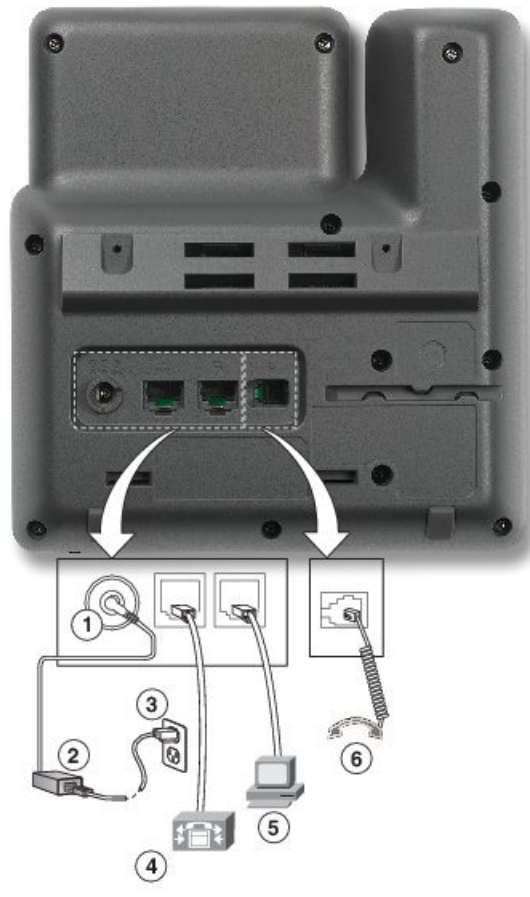
Finally, because the Cisco IP Phone is a network device, you can obtain detailed status information from it directly. This information can assist you with troubleshooting any problems users might encounter when using their IP phones. You can also obtain statistics about a current call or firmware versions 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 Third-Party Call Control system before sending and receiving calls.

## Cisco IP Phone 7811

### Phone Connections

Use an Ethernet cable to connect your phone to your LAN and enable the phone's full functionality. If your Ethernet port is equipped with Power over Ethernet (PoE), you can power the phone through the LAN port. Do not extend the LAN Ethernet cable outside the building. For your phone to work, it must be connected to the IP telephony network.

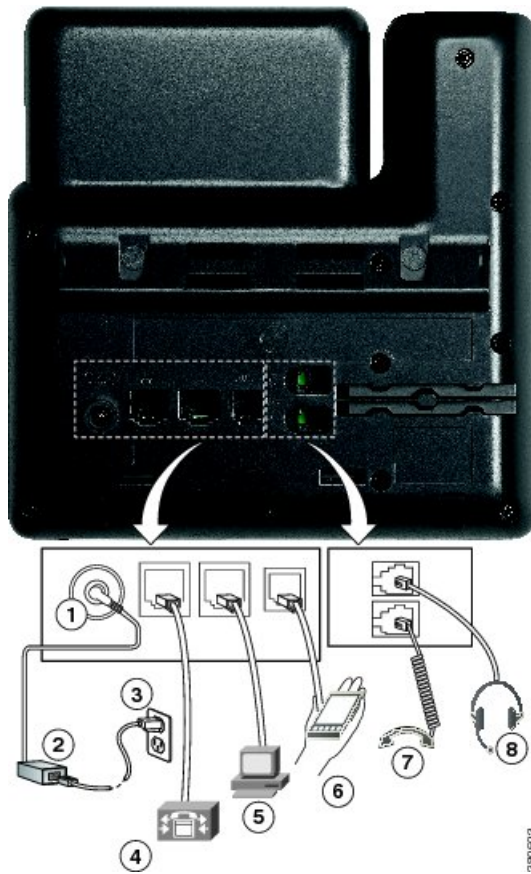


1	DC adapter port (DC48V).	4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.
2	AC-to-DC power supply (optional).	5	Access port (10/100 PC) connection (optional).
3	AC power wall plug (optional).	6	Handset connection.

# Cisco IP Phone 7821

## Phone Connections

Connect your Cisco IP phone to your LAN with an Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), you can power the Cisco IP phone through the LAN port. Do not extend the LAN Ethernet cable outside the building. For your phone to work, it must be connected to the IP telephony network.

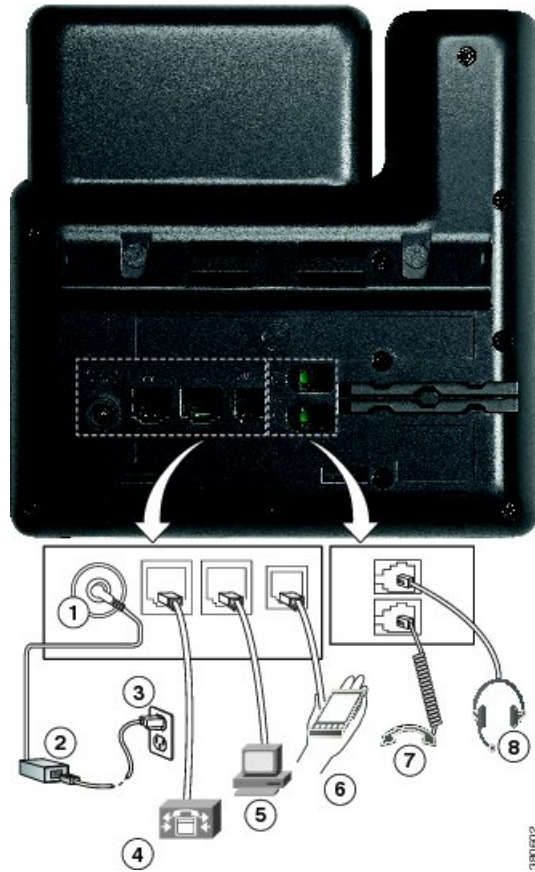


1	DC adaptor port (DC48V) (optional).	5	Access port (10/100 PC) connection (optional).
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional).
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

## Cisco IP Phone 7841

### Phone Connections

Connect your Cisco IP phone to your LAN with an Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), you can power the Cisco IP phone through the LAN port. Do not extend the LAN Ethernet cable outside the building. For your phone to work, it must be connected to the IP telephony network.



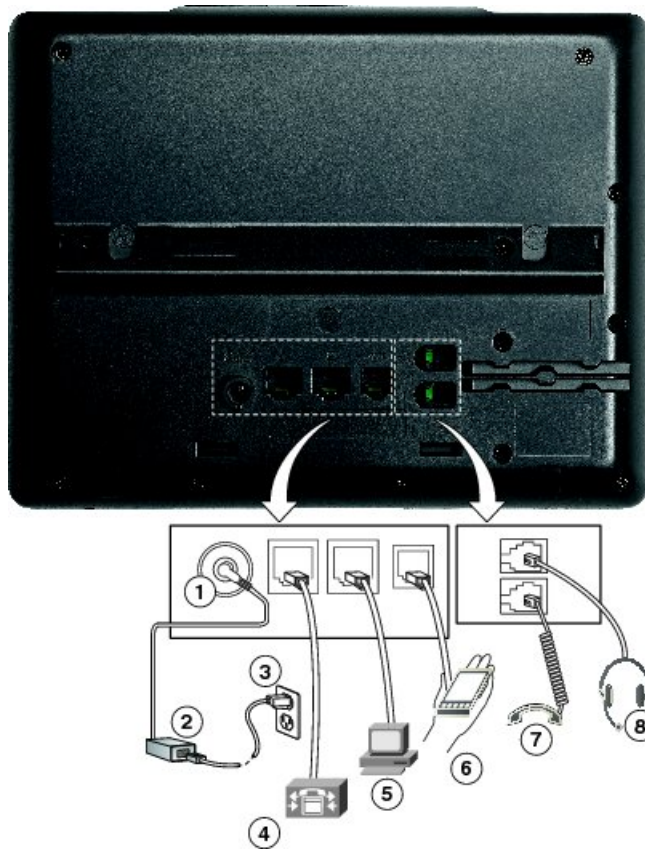
1	DC adaptor port (DC48V) (optional).	5	Access port (10/100/1000 PC) connection (optional).
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional).
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100/1000 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

# Cisco IP Phone 7861

## Phone Connections

Connect your Cisco IP phone to your LAN with an Ethernet cable to enable full functionality of your Cisco IP phone. If your Ethernet port is equipped with Power over Ethernet (PoE), you can power the Cisco IP phone through the LAN port. Do not extend the LAN Ethernet cable outside the building. For your phone to work, it must be connected to the IP telephony network.





1	DC adaptor port (DC48V) (optional).	5	Access port (10/100 PC) connection (optional).
2	AC-to-DC power supply (optional).	6	Auxiliary port (optional).
3	AC power wall plug (optional).	7	Handset connection.
4	Network port (10/100 SW) connection. IEEE 802.3af power enabled.	8	Analog headset connection (optional).

## Buttons and Hardware

The Cisco IP Phone 7800 Series has distinct hardware types:







- Cisco IP Phone 7811 No buttons on either side of the screen
- Cisco IP Phone 7821 Two buttons on the left side of the screen
- Cisco IP Phone 7841 Two buttons on either side of the screen
- Cisco IP Phone 7861 16 buttons at the right edge of the phone








The following figure shows the Cisco IP Phone 7841.



Figure 1: Cisco IP Phone 7800 Series Buttons and Features



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Button on page 13.
3	Softkey buttons	 Access functions and services. For more information, see Softkey, Line, and Feature Button on page 13.
4	Navigation cluster	Navigation ring and <b>Select</b>  button. Scroll through menus, highlight items, and select the highlighted item.
5	<b>Hold/Resume, Conference, and Transfer</b>	<b>Hold/Resume</b>  Place an active call on hold and resume the held call. <b>Conference</b>  Create a conference call. <b>Transfer</b>  Transfer a call.

6	<b>Speakerphone, Mute, and Headset</b>	<p><b>Speakerphone</b>  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</p> <p><b>Mute</b>  Toggle the microphone on or off. When the microphone is muted, the button is lit.</p> <p><b>Headset</b>  Toggle the headset on or off. When the headset is on, the button is lit.</p>
7	<b>Contacts, Applications, and Messages</b>	<p><b>Contacts</b>  Access personal and corporate directories.</p> <p><b>Applications</b>  Access call history, user preferences, phone settings, and phone model information.</p> <p><b>Messages</b>  Autodial your voice messaging system.</p>
8	<b>Volume</b> button	 <p>Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume(on hook).</p>

## Navigation

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



If a menu item has an index number, you can enter the index number with the keypad to select the 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 for features such as **Speed dial** or **Call pickup**, and to view your status on another line.

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

Feature and line buttons illuminate to indicate status:

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

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

## Terminology Differences

The following table highlights some of the terminology differences in the *Cisco IP Phone 7800 Series Multiplatform Phones User Guide* and the *Cisco IP Phone 7800 Series Multiplatform Phones Administration Guide*

**Table 7: Terminology Differences**

User Guide	Administration Guide
Message Indicators	Message Waiting Indicator (MWI) or Message Waiting Lamp
Voicemail System	Voice Messaging System





## PART II

# Cisco IP Phone Installation

- [Cisco IP Phone Installation, on page 33](#)
- [Third-Party Call Control Setup, on page 77](#)





## CHAPTER 4

# Cisco IP Phone Installation

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- [Verify the Network Setup, on page 33](#)
- [Install the Cisco IP Phone, on page 34](#)
- [Activation Code Onboarding, on page 35](#)
- [Configure the Network from the Phone, on page 36](#)
- [Verify Phone Startup, on page 43](#)
- [Configure the Voice Codecs, on page 43](#)
- [Set the Optional Network Servers, on page 44](#)
- [VLAN Settings, on page 44](#)
- [SIP and NAT Configuration, on page 52](#)
- [Dial Plan, on page 63](#)
- [Regional Parameters and Supplementary Services, on page 70](#)
- [Cisco IP Phone 7800 Series Documentation, on page 75](#)

## Verify the Network Setup

Upon deployment of a new IP telephony system, system administrators and network administrators must complete several initial configuration tasks to prepare the network for IP telephony service.

For the phone to operate successfully as an endpoint in your network, your network must meet specific requirements.



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**Note** The phone displays the date and time from Third-Party Call Control. The time displayed on the phone can differ from the Third-Party Call Control time by up to 10 seconds.

---

### Procedure

---

**Step 1** Configure a VoIP Network to meet the following requirements:

- VoIP is configured on your Cisco routers and gateways.
- Third-Party Call Control is installed in your network and is configured to handle call processing.

- Step 2** Set up the network to support one of the following:
- DHCP support
  - Manual assignment of IP address, gateway, and subnet mask
- 

## Install the Cisco IP Phone

After the phone connects to the network, the phone startup process begins, and the phone registers with the third party server. To finish installing the phone, configure the network settings on the phone depending on whether you enable or disable DHCP service.

If you used autoregistration, you need to update the specific configuration information for the phone such as associating the phone with a user, changing the button table, or directory number.



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**Note** Before using external devices, read [External Devices, on page 20](#).

---

If you only have one LAN cable at your desk, you can plug your phone into the LAN with the SW port and then connect your computer into the PC port.

You can also daisy chain two phones together. Connect the PC port of the first phone to the SW port of the second phone.



---

**Caution** Do not connect the SW and PC ports into the LAN.

---

### Procedure

---

**Step 1** Choose the power source for the phone:

- Power over Ethernet (PoE)
- External power supply

For more information, see [Phone Power Requirements, on page 14](#).

**Step 2** Connect the handset to the handset port.

The wideband-capable handset is designed especially for use with a Cisco IP Phone. The handset includes a light strip that indicates incoming calls and waiting voice messages.

**Step 3** Connect a headset to the headset port. You can add a headset later if you do not connect one now.

**Note** The Cisco IP Phone 7811 does not have a headset port.

**Step 4** Connect a wireless headset. You can add a wireless headset later if you do not want to connect one now. For more information, see your wireless headset documentation.



**Note** The Cisco IP Phone 7811 does not support a headset.

- Step 5** Connect a straight-through Ethernet cable from the switch to the network port labeled 10/100 SW on the Cisco IP Phone (10/100/1000 SW on Cisco IP Phone 7841). Each Cisco IP Phone ships with one Ethernet cable in the box.
- Use Category 3, 5, 5e, or 6 cabling for 10 Mbps connections; Category 5, 5e, or 6 for 100 Mbps connections; and Category 5e or 6 for 1000 Mbps connections. For more information, see [Network and Computer Port Pinouts, on page 13](#).
- Step 6** Connect a straight-through Ethernet cable from another network device, such as a desktop computer, to the computer port on the Cisco IP Phone. You can connect another network device later if you do not connect one now.
- Use Category 3, 5, 5e, or 6 cabling for 10 Mbps connections; Category 5, 5e, or 6 for 100 Mbps connections; and Category 5e or 6 for 1000 Mbps connections. For more information, see [Network and Computer Port Pinouts, on page 13](#) for guidelines.
- Step 7** If the phone is on a desk, adjust the footstand. With a wall-mounted phone, you might need to adjust the handset rest to ensure that the receiver cannot slip out of the cradle.
- Note** You cannot adjust the Cisco IP Phone 7811 footstand.
- Step 8** Monitor the phone startup process. This step verifies that the phone is configured properly.
- Step 9** If you are configuring the network settings on the phone, you can set up an IP address for the phone by either using DHCP or manually entering an IP address.
- See [Configure the Network from the Phone, on page 36](#)
- Step 10** Upgrade the phone to the current firmware image.
- Firmware upgrades over the WLAN interface may take longer than upgrading over the wired interface, depending on the quality and bandwidth of the wireless connection. Some upgrades may take more than one hour.
- Step 11** Make calls with the Cisco IP Phone to verify that the phone and features work correctly.
- See the *Cisco IP Phone 7800 Series User Guide*.
- Step 12** Provide information to end users about how to use their phones and how to configure their phone options. This step ensures that users have adequate information to successfully use their Cisco IP Phones.

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#### Related Topics

[Verify Phone Startup](#), on page 43

[Verify the Network Setup](#), on page 33

## Activation Code Onboarding

If your network is configured for Activation Code Onboarding, you can set up new phones to register automatically in a secure way. You generate and provide each user with a unique 16-digit activation code. The user enters the activation code, and the phone automatically registers.

Activation codes can be used only once, and have an expiry date. If a user enters an expired code, the phone displays `Invalid activation code` on the screen. If this happens, provide the user with a new code.

This feature is available in firmware release 11-2-3MSR1, BroadWorks Application Server Release 22.0 (patch AP.as.22.0.1123.ap368163 and its dependencies). However, you can change phones with older firmware to use this feature. To do this, use the following procedure.

### Before you begin

Ensure that you allow the `activation.webex.com` service through your firewall to support onboarding via activation code.

Access the phone web page . See [Access the Phone Web Page, on page 80](#)

### Procedure

- 
- Step 1** Reset the phone to the factory settings.
  - Step 2** Select **Voice > Provisioning > Configuration Profile**.
  - Step 3** Enter the profile rule in the **Profile Rule** field in this format: `gds://`
  - Step 4** Select **Firmware Upgrade**.
  - Step 5** Enter the upgrade rule in the **Upgrade Rule** field in this format: `http://<server ip address>/sip88xx.11-2-3MSR1-1.loads/`
  - Step 6** Submit All Changes.

See below a sample `cfg.xml` file showing the profile rule, and upgrade rule.

```
<?xml version="1.0" encoding="UTF-8"?>
<device>
<flat-profile>
<!-- System Configuration -->
<Profile_Rule ua="na">gds://</Profile_Rule>
<!-- Firmware Upgrade -->
<Upgrade_Enable ua="na">Yes</Upgrade_Enable>
<Upgrade_Error_Retry_Delay ua="na">3600</Upgrade_Error_Retry_Delay>
<Upgrade_Rule ua="na">http://<server ip address>/sip88xx.11-2-3MSR1-1.loads</Upgrade_Rule>
<!-- <BACKUP_ACS_Password ua="na"/> -->
</flat-profile>
</device>
```

---


## Configure the Network from the Phone

The phone includes many configurable network settings that you may need to modify before it is functional for your users. You can access these setting through the phone menus.

The Network configuration menu provides you with options to view and configure a variety of network settings.

You can configure settings that are display-only on the phone in your Third-Party Call Control system.

## Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Network configuration**.
  - Step 3** Use the navigation arrows to select the desired menu and edit.
  - Step 4** To display a submenu, repeat step 3.
  - Step 5** To exit a menu, press **Back**.
- 

## Network Configuration Fields

*Table 8: Network Configurations Menu Options*

Field	Field Type or Choices	Default	Description
Ethernet configuration			See the following Ethernet configuration submenu table.
IP mode	Dual mode IPv4 only IPv6 only	Dual mode	Select the Internet Protocol mode for which the phone operates. In dual mode, the phone can have both IPv4 and IPv6 addresses.
IPv4 address settings	DHCP Static IP Release DHCP IP	DHCP	See the IPv4 address submenu table in the following tables.
IPv6 address settings	DHCP Static IP	DHCP	See the IPv6 address submenu table in the following tables.
DHCPv6 option to use		17, 160, 159	Indicates the order in which the phone uses the IPv6 addresses provided by DHCP server.
Web server	On Off	On	Indicates whether the phone has web server enabled or disabled.

Table 9: Ethernet Configuration Submenu

Field	Field Type or Choices	Default	Description
802.1x authentication	Device authentication	Off	Enables you to turn on or turn off the 802.1x authentication. Valid options are: <ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>
	Transaction status	Disabled	<ul style="list-style-type: none"> <li>• Transaction status—Indicates different authentication status when you turn on 802.1x in the <b>Device authentication</b> field. <ul style="list-style-type: none"> <li>• Disabled—Default status.</li> <li>• Connecting—802.1x authentication started in the device.</li> <li>• Authenticated—802.1x authentication established in the device.</li> </ul> </li> <li>• Protocol—Specifies the protocol of the server.</li> </ul>
Switch port config	Auto 10MB half 10MB full 100MB half 100MB full 1000 full (except for 7811 and 7821)	Auto	Select speed and duplex of the network port.  If the phone is connected to a switch, configure the port on the switch to the same speed/duplex as the phone, or configure both to autonegotiate.  If you change the setting of this option, you must change the PC Port config option to the same setting.
PC port config	Auto 10MB half 10MB full 100 MB half 100MB full 100 half 1000 full (except for 7811 and 7821)	Auto	Select Speed and duplex of the Computer (access) port.  If the phone is connected to a switch, configure the port on the switch to the same speed/duplex as the phone, or configure both to autonegotiate.  If you change the setting of this option, you must change the Switch Port config option to the same setting.

Field	Field Type or Choices	Default	Description
CDP	On Off	On	Enable or disable Cisco Discovery Protocol (CDP).  CDP is a device-discovery protocol that runs on all Cisco manufactured equipment.  Using CDP, a device can advertise its existence to other devices and receive information about other devices in the network.
LLDP-MED	On Off	On	Enable or disable LLDP-MED.  LLDP-MED enables the phone to advertise itself to devices that use the discovery protocol.
Startup delay		3 seconds	Set a value that causes a delay for the switch to get to the forwarding state before the phone sends out the first LLDP-MED packet. For configuration of some switches, you might need to increase this value to a higher value for LLDP-MED to work. Configuring a delay can be important for networks that use the Spanning Tree Protocol.  Default delay is 3 seconds.
VLAN	On Off	Off	Enable or disable VLAN.  Permits you to enter a VLAN ID when you use VLAN without CDP or LLDP. When you use a VLAN with CDP or LLDP, that associated VLAN takes precedent over the VLAN ID you manually entered.
VLAN ID		1	Enter a VLAN ID for the IP phone when you use a VLAN without CDP (VLAN enabled and CDP disabled). Note that only voice packets are tagged with the VLAN ID. Do not use the 1 value for the VLAN ID. If VLAN ID is 1, you cannot tag voice packets with the VLAN ID.
PC port VLAN ID		1	Enter a value of the VLAN ID that is used to tag communications from the PC port on the phone.  The phone tags all the untagged frames coming from the PC (it does not tag any frames with an existing tag).  Valid values: 0 through 4095  Default: 0
PC port mirror	On Off	Off	Adds the ability to port mirror on the PC port. When enabled, you can see the packets on the phone. Select <b>On</b> to enable PC port mirroring and select <b>Off</b> to disable it.

Field	Field Type or Choices	Default	Description
DHCP VLAN option			<p>Enter a predefined DHCP VLAN option to learn the voice VLAN ID.</p> <p>When you use a VLAN ID with CDP, LLDP, or manually select a VLAN ID, that VLAN ID takes precedent over the selected DHCP VLAN option.</p> <p>Valid values are:</p> <ul style="list-style-type: none"> <li>• Null</li> <li>• 128 to 149</li> <li>• 151 to 158</li> <li>• 161 to 254</li> </ul> <p>Default value is null.</p> <p>Cisco recommends that you use DHCP Option 132.</p>

Table 10: IPv4 Address Settings Submenu

Field	Field Type or Choices	Default	Description
Connection type	DHCP		<p>Indicates whether the phone has DHCP enabled.</p> <ul style="list-style-type: none"> <li>• DNS1—Identifies the primary Domain Name System (DNS) server that the phone uses.</li> <li>• DNS2—Identifies the secondary Domain Name System (DNS) server that the phone uses.</li> <li>• DHCP address released—Releases the IP address that DHCP assigned. You can edit this field if DHCP is enabled. To remove the phone from the VLAN and release the IP address for reassignment, set this field to Yes and press <b>Set</b>.</li> </ul>
	Static IP		<p>When DHCP is disabled, you must set the Internet Protocol (IP) address of the phone.</p> <ul style="list-style-type: none"> <li>• Static IP address—Identifies the IP that you assign to the phone. The phone uses this IP address instead of acquiring an IP from the DHCP server on the network.</li> <li>• Subnet Mask—Identifies the subnet mask used by the phone. When DHCP is disabled, you must set the subnet mask.</li> <li>• Gateway address—Identifies the default router used by the phone.</li> <li>• DNS1—Identifies the primary Domain Name System (DNS) server that the phone uses. When DHCP is disabled, you must set this field manually.</li> <li>• DNS2—Identifies the primary Domain Name System (DNS) server that the phone uses. When DHCP is disabled, you must set this field manually.</li> </ul> <p>When you assign an IP address using this field, you must also assign a subnet mask and a gateway address. See the Subnet Mask and Default Router fields in this table.</p>

Table 11: IPv6 Address Settings Submenu


Field	Field Type or Choices	Default	Description
Connection type	DHCP		<p>Indicates whether the phone has Dynamic Host Configuration Protocol (DHCP) enabled.</p> <ul style="list-style-type: none"> <li>• DNS1—Identifies the primary DNS server that the phone uses.</li> <li>• DNS2—Identifies the secondary DNS server that the phone uses.</li> <li>• Broadcast Echo—Identifies if the phone responds to multicast ICMPv6 message with destination address of ff02::1.</li> <li>• Auto config— Identifies if the phone uses automatic configuration for the address.</li> </ul>
	Static IP		<p>When DHCP is disabled, you must set the Internet Protocol (IP) address of the phone and must set the values of the fields:</p> <ul style="list-style-type: none"> <li>• Static IP—Identifies the IP that you assign to the phone. The phone uses this IP address instead of acquiring an IP from the DHCP server on the network.</li> <li>• Prefix length—Identifies how many bits of a Global Unicast IPv6 Address are there in the network part.</li> <li>• Gateway—Identifies the default router used by the phone.</li> <li>• Primary DNS—Identifies the primary DNS server that the phone uses. When DHCP is disabled, you must set this field manually.</li> <li>• Secondary DNS—Identifies the primary DNS server that the phone uses. When DHCP is disabled, you must set this field manually.</li> <li>• Broadcast Echo—Identifies if the phone responds to multicast ICMPv6 message with destination address of ff02::1.</li> </ul>

## Text and Menu Entry From the Phone

When you edit the value of an option setting, follow these guidelines:

- Use the arrows on the navigation pad to highlight the field that you wish to edit. Press **Select** in the navigation pad to activate the field. After the field is activated, you can enter values.
- Use the keys on the keypad to enter numbers and letters.



- To enter letters by using the keypad, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press the **2** key once for “a,” twice quickly for “b,” and three times quickly for “c.” After you pause, the cursor automatically advances to allow you to enter the next letter.
- Press the softkey  if you make a mistake. This softkey deletes the character to the left of the cursor.
- Press **Back** before pressing **Set** to discard any changes that you made.
- To enter a period (for example, in an IP address), press \* on the keypad.



---

**Note** The Cisco IP Phone provides several methods to reset or restore option settings, if necessary.

---

## Verify Phone Startup

After the Cisco IP Phone has power connected to it, the phone automatically cycles through a startup diagnostic process.

### Procedure

- 
- Step 1** If you are using Power over Ethernet, plug the LAN cable into the Network port.
- Step 2** If you are using the power cube, connect the cube to the phone and plug the cube into an electrical outlet.
- The buttons flash amber and then green in sequence during the various stages of bootup as the phone checks the hardware.
- If the phone completes these stages successfully, it has started up properly.
- 

## Configure the Voice Codecs

A codec resource is considered allocated if it has been included in the SDP codec list of an active call, even though it eventually might not be chosen for the connection. Negotiation of the optimal voice codec sometimes depends on the ability of the Cisco IP Phone to match a codec name with the far-end device or gateway codec name. The phone allows the network administrator to individually name the various codecs that are supported such that the correct codec successfully negotiates with the far-end equipment.

The Cisco IP Phone supports voice codec priority. You can select up to three preferred codecs. The administrator can select the low-bit-rate codec that is used for each line. G.711a and G.711u are always enabled.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Ext(n)**, where n is an extension number.
- Step 2** In the **Audio Configuration** section, configure the parameters.
- Step 3** Click **Submit All Changes**.
- 

## Set the Optional Network Servers

Optional network servers provide resources such as DNS lookup, network time, logging, and device discovery. It also enables you to add PC port mirroring on the user phone. Your user can also enable or disable this service from the phone.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > System**.
- Step 2** In the **Optional Network Configuration** section, set up the fields as described in [Optional Network Configuration, on page 228](#).
- Step 3** Click **Submit All Changes**.
- 

## VLAN Settings

The software tags your phone voice packets with the VLAN ID when you use a virtual LAN (VLAN).

In the VLAN Settings section of the **Voice > System** window, you can configure the different settings:

- LLDP-MED
- Cisco Discovery Protocol (CDP)
- Network Startup Delay
- VLAN ID (manual)
- DHCP VLAN Option

The multiplatform phones support these four methods to obtain VLAN ID information. The phone attempts to obtain the VLAN ID information in this order:

1. LLDP-MED
2. Cisco Discovery Protocol (CDP)

3. VLAN ID (manual)
4. DHCP VLAN Option

## Cisco Discovery Protocol

Cisco Discovery Protocol (CDP) is negotiation-based and determines which virtual LAN (VLAN) the Cisco IP Phone resides in. If you are using a Cisco switch, Cisco Discovery Protocol (CDP) is available and is enabled by default. CDP has these attributes:

- Obtains the protocol addresses of neighboring devices and discovers the platform of those devices.
- Shows information about the interfaces your router uses.
- Is media and protocol-independent.

If you are using a VLAN without CDP, you must enter a VLAN ID for the Cisco IP Phone.

## LLDP-MED

The Cisco IP Phone supports Link Layer Discovery Protocol for Media Endpoint Devices (LLDP-MED) for deployment with Cisco or other Third-Party network connectivity devices that use a Layer 2 auto discovery mechanism. Implementation of LLDP-MED is done in accordance with IEEE 802.1AB (LLDP) Specification of May 2005, and ANSI TIA-1057 of April 2006.

The Cisco IP Phone operates as a LLDP-MED Media End Point Class III device with direct LLDP-MED links to Network Connectivity Devices, according to the Media Endpoint Discovery Reference Model and Definition (ANSI TIA-1057 Section 6).

The Cisco IP Phone supports only the following limited set of Type-Length-Values (TLV) as an LLDP-MED Media Endpoint device class III:

- Chassis ID TLV
- Port ID TLV
- Time to live TLV
- Port Description TLV
- System Name TLV
- System Capabilities TLV
- IEEE 802.3 MAC/PHY Configuration/Status TLV (for wired network only)
- LLDP-MED Capabilities TLV
- LLDP-MED Network Policy TLV (for application type=Voice only)
- LLDP-MED Extended Power-Via-MDI TLV (for wired network only)
- LLDP-MED Firmware Revision TLV
- End of LLDPDU TLV

The outgoing LLDPDU contains all the preceding TLVs if applicable. For the incoming LLDPDU, the LLDPDU is discarded if any of the following TLVs are missing. All other TLVs are not validated and ignored.

- Chassis ID TLV
- Port ID TLV
- Time to live TLV
- LLDP-MED Capabilities TLV
- LLDP-MED Network Policy TLV (for application type=Voice only)
- End of LLDPDU TLV

The Cisco IP Phone sends out the shutdown LLDPDU if applicable. The LLDPDU frame contains the following TLVs:

- Chassis ID TLV
- Port ID TLV
- Time to live TLV
- End of LLDPDU TLV

There are some restrictions in the implementation of LLDP-MED on the Cisco IP Phones:

- Storage and retrieval of neighbor information are not supported.
- SNMP and corresponding MIBs are not supported.
- Recording and retrieval of statistical counters are not supported.
- Full validation of all TLVs does not take place; TLVs that do not apply to the phones are ignored.
- Protocol state machines as stated in the standards are used only for reference.

## Chassis ID TLV

For the outgoing LLDPDU, the TLV supports subtype=5 (Network Address). When the IP address is known, the value of the Chassis ID is an octet of the INAN address family number followed by the octet string for the IPv4 address used for voice communication. If the IP address is unknown, the value for the Chassis ID is 0.0.0.0. The only INAN address family supported is IPv4. Currently, the IPv6 address for the Chassis ID is not supported.

For the incoming LLDPDU, the Chassis ID is treated as an opaque value to form the MSAP identifier. The value is not validated against its subtype.

The Chassis ID TLV is mandatory as the first TLV. Only one Chassis ID TLV is allowed for the outgoing and incoming LLDPDUs.

## Port ID TLV

For the outgoing LLDPDU, the TLV supports subtype=3 (MAC address). The 6 octet MAC address for the Ethernet port is used for the value of Port ID.

For the incoming LLDPDU, the Port ID TLV is treated as an opaque value to form the MSAP identifier. The value is not validated against its subtype.

The Port ID TLV is mandatory as the second TLV. Only one Port ID TLV is allowed for the outgoing and incoming LLDPDU.

## Time to Live TLV

For the outgoing LLDPDU, the Time to Live TTL value is 180 seconds. This differs from the 120-second value that the standard recommends. For the shutdown LLDPDU, the TTL value is always 0.

The Time to Live TLV is mandatory as the third TLV. Only one Time to Live TLV is allowed for the outgoing and incoming LLDPDU.

## End of LLDPDU TLV

The value is 2-octet, all zero. This TLV is mandatory and only one is allowed for the outgoing and incoming LLDPDU.

## Port Description TLV

For the outgoing LLDPDU, in the Port Description TLV, the value for the port description is the same as “Port ID TLV” for CDP. The incoming LLDPDU, the Port Description TLV, is ignored and not validated. Only one Port Description TLV is allowed for outgoing and incoming LLDPDU.

## System Name TLV

For the Cisco IP Phone, the value is SEP+MAC address.

**Example:** SEPAC44F211B1D0

The incoming LLDPDU, the System Name TLV, is ignored and not validated. Only one System Name TLV is allowed for the outgoing and incoming LLDPDU.

## System Capabilities TLV

For the outgoing LLDPDU, in the System Capabilities TLV, the bit values for the 2 octet system capabilities fields should be set for Bit 2 (Bridge) and Bit 5 (Phone) for a phone with a PC port. If the phone does not have a PC port, only Bit 5 should be set. The same system capability value should be set for the enabled capability field.

For the incoming LLDPDU, the System Capabilities TLV is ignored. The TLV is not validated semantically against the MED device type.

The System Capabilities TLV is mandatory for outgoing LLDPDU. Only one System Capabilities TLV is allowed.

## Management Address TLV

The TLV identifies an address associated with the local LLDP agent (that may be used to reach higher layer entities) to assist discovery by network management. The TLV allows the inclusion of both the system interface number and an object identifier (OID) that are associated with this management address, if either or both are known.

- TLV information string length—This field contains the length (in octets) of all the fields in the TLV information string.
- Management address string length—This field contains the length (in octets) of the management address subtype + management address fields.

## System Description TLV

The TLV allows the network management to advertise the system description.

- TLV information string length—This field indicates the exact length (in octets) of the system description.
- System description—This field contains an alphanumeric string that is the textual description of the network entity. The system description includes the full name and version identification of the system hardware type, software operating system, and networking software. If implementations support IETF RFC 3418, the sysDescr object should be used for this field.

## IEEE 802.3 MAC/PHY Configuration/Status TLV

The TLV is not for autonegotiation, but for troubleshooting purposes. For the incoming LLDPDU, the TLV is ignored and not validated. For the outgoing LLDPDU, for the TLV, the octet value autonegotiation support/status should be:

- Bit 0—Set to 1 to indicate that the autonegotiation support feature is supported.
- Bit 1—Set to 1 to indicate that autonegotiation status is enabled.
- Bit 2-7—Set to 0.

The bit values for the 2 octets PMD autonegotiation advertised capability field should be set to:

- Bit 13—10BASE-T half duplex mode
- Bit 14—10BASE-T full duplex mode
- Bit 11—100BASE-TX half duplex mode
- Bit 10—100BASE-TX full duplex mode
- Bit 15—Unknown

Bit 10, 11, 13 and 14 should be set.

The value for 2 octets operational MAU type should be set to reflect the real operational MAU type:

- 16—100BASE-TX full duplex
- 15—100BASE-TX half duplex
- 11—10BASE-T full duplex
- 10—10BASE-T half duplex

For example, usually, the phone is set to 100BASE-TX full duplex. The value 16 should then be set. The TLV is optional for a wired network and not applicable for a wireless network. The phone sends out this TLV only when in wired mode. When the phone is not set for autonegotiation but specific speed/duplexity, for the outgoing LLDPDU TLV, bit 1 for the octet value autonegotiation support/status should be clear (0) to indicate that autonegotiation is disabled. The 2 octets PMD autonegotiation advertised capability field should be set to 0x8000 to indicate unknown.

## LLDP-MED Capabilities TLV

For the outgoing LLDPDU, the TLV should have the device type 3 (End Point Class III) with the following bits set for 2-octet Capability field:

Bit Position	Capability
0	LLDP-MED Capabilities
1	Network Policy
4	Extended Power via MDI-PD
5	Inventory

For the incoming TLV, if the LLDP-MED TLV is not present, the LLDPDU is discarded. The LLDP-MED Capabilities TLV is mandatory and only one is allowed for the outgoing and incoming LLDPDUs. Any other LLDP-MED TLVs will be ignored if they present before the LLDP-MED Capabilities TLV.

## Network Policy TLV

In the TLV for the outgoing LLDPDU, before the VLAN or DSCP is determined, the Unknown Policy Flag (U) is set to 1. If the VLAN setting or DSCP is known, the value is set to 0. When the policy is unknown, all other values are set to 0. Before the VLAN is determined or used, the Tagged Flag (T) is set to 0. If the tagged VLAN (VLAN ID > 1) is used for the phone, the Tagged Flag (T) is set to 1. Reserved (X) is always set to 0. If the VLAN is used, the corresponding VLAN ID and L2 Priority will be set accordingly. VLAN ID valid value is range from 1-4094. However, VLAN ID=1 will never be used (limitation). If DSCP is used, the value range from 0-63 is set accordingly.

In the TLV for the incoming LLDPDU, Multiple Network Policy TLVs for different application types are allowed.

## LLDP-MED Extended Power-Via-MDI TLV

In the TLV for the outgoing LLDPDU, the binary value for Power Type is set to “0 1” to indicate the power type for phone is PD Device. The Power source for the phone is set to “PSE and local” with binary value “1 1”. The Power Priority is set to binary “0 0 0 0” to indicate unknown priority while the Power Value is set to maximum power value. The Power Value for the Cisco IP Phone is 12900mW.

For the incoming LLDPDU, the TLV is ignored and not validated. Only one TLV is allowed in the outgoing and incoming LLDPDUs. The phone will send out the TLV for the wired network only.

The LLDP-MED standard was originally drafted in the context of Ethernet. Discussion is ongoing for LLDP-MED for Wireless Networks. Refer to ANSI-TIA 1057, Annex C, C.3 Applicable TLV for VoWLAN, table 24. It is recommended that the TLV is not applicable in the context of the wireless network. This TLV is targeted for use in the context of PoE and Ethernet. The TLV, if added, will not provide any value for network management or power policy adjustment at the switch.

## LLDP-MED Inventory Management TLV

This TLV is optional for Device Class III. For the outgoing LLDPDU, we support only Firmware Revision TLV. The value for the Firmware Revision is the version of firmware on the phone. For the incoming LLDPDU, the TLVs are ignored and not validated. Only one Firmware Revision TLV is allowed for the outgoing and incoming LLDPDUs.

# Final Network Policy Resolution and QoS

## Special VLANs

VLAN=0, VLAN=1, and VLAN=4095 are treated the same way as an untagged VLAN. Because the VLAN is untagged, Class of Service (CoS) is not applicable.

## Default QoS for SIP Mode

If there is no network policy from CDP or LLDP-MED, the default network policy is used. CoS is based on configuration for the specific extension. It is applicable only if the manual VLAN is enabled and manual VLAN ID is not equal to 0, 1, or 4095. Type of Service (ToS) is based on configuration for the specific extension.

## QoS Resolution for CDP

If there is a valid network policy from CDP:

- If the VLAN=0, 1, or 4095, the VLAN will not be set, or the VLAN is untagged. CoS is not applicable, but DSCP is applicable. ToS is based on the default as previously described.
- If the VLAN > 1 and VLAN < 4095, the VLAN is set accordingly. CoS and ToS are based on the default as previously described. DSCP is applicable.
- The phone reboots and restarts the fast start sequence.

## QoS Resolution for LLDP-MED

If CoS is applicable and if CoS = 0, the default is used for the specific extension as previously described. But the value shown on L2 Priority for TLV for outgoing LLDPDU is based on the value used for extension 1. If CoS is applicable and if CoS != 0, CoS is used for all extensions.

If DSCP (mapped to ToS) is applicable and if DSCP = 0, the default is used for the specific extension as previously described. But the value shown on DSCP for TLV for outgoing LLDPDU is based on value used for the extension 1. If DSCP is applicable and if DSCP != 0, DSCP is used for all extensions.

If the VLAN > 1 and VLAN < 4095, the VLAN is set accordingly. CoS and ToS are based on the default as previously described. DSCP is applicable.

If there is a valid network policy for the voice application from LLDP-MED PDU and if the tagged flag is set, the VLAN, L2 Priority (CoS), and DSCP (mapped to ToS) are all applicable.

If there is a valid network policy for the voice application from LLDP-MED PDU and if the tagged flag is not set, only the DSCP (mapped to ToS) is applicable.

The Cisco IP Phone reboots and restarts the fast start sequence.

## Coexistence with CDP

If both CDP and LLDP-MED are enabled, the network policy for the VLAN determines the last policy set or changed with either one of the discovery modes. If both LLDP-MED and CDP are enabled, during startup the phone sends CDP and LLDP-MED PDUs.

Inconsistent configuration and behavior for network connectivity devices for CDP and LLDP-MED modes could result in an oscillating rebooting behavior for the phone due to switching to different VLANs.



If the VLAN is not set by CDP and LLDP-MED, the VLAN ID that is configured manually is used. If the VLAN ID is not configured manually, no VLAN is supported. DSCP is used and the network policy determines LLDP-MED if applicable.

## LLDP-MED and Multiple Network Devices

You can use the same application type for network policy. However, phones receive different Layer 2 or Layer 3 QoS Network policies from multiple network connectivity devices. In such a case, the last valid network policy is accepted.

## LLDP-MED and IEEE 802.X

The Cisco IP Phone does not support IEEE 802.X and does not work in a 802.1X wired environment. However, IEEE 802.1X or Spanning Tree Protocols on network devices could result in delay of fast start response from switches.

## Configure VLAN Settings

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > System**.
  - Step 2** In the **VLAN Settings** section, configure the fields.
  - Step 3** Click **Submit All Changes**.
- 

## Set Up DHCP VLAN Option from Phone Web Page

You can add a predefined DHCP option to configure the voice VLAN for your phone.

### Before you begin

- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).
- Disable CDP/LLDP and manual VLAN.

### Procedure

---

- Step 1** Select **Voice > System**.
- Step 2** In the **VLAN Settings** section, enter a value in the **DHCP VLAN Option** field.  
The field is empty, by default.

Valid values are:

- Null
- 128 to 149
- 151 to 158
- 161 to 254

Set the **DHCP VLAN Option** value to **Null** to disable the voice VLAN configuration.

Cisco recommends that you use DHCP Option 132.

**Step 3** Click **Submit All Changes**.

---

### What to do next

In the **VLAN Settings** section of the **Voice > System** tab, you can configure these settings:

- Cisco Discovery Protocol (CDP)
- LLDP-MED
- Network Startup Delay
- VLAN ID
- DHCP VLAN Option

## SIP and NAT Configuration

### SIP and the Cisco IP Phone

The Cisco IP Phone uses Session Initiation Protocol (SIP), which allows interoperability with all IT service providers that support SIP. SIP is an IETF-defined signaling protocol that controls voice communication sessions in an IP network.

SIP handles signaling and session management within a packet telephony network. *Signaling* allows call information to be carried across network boundaries. *Session management* controls the attributes of an end-to-end call.

In typical commercial IP telephony deployments, all calls go through a SIP Proxy Server. The receiving phone is called the SIP user agent server (UAS), while the requesting phone is called the user agent client (UAC).

SIP message routing is dynamic. If a SIP proxy receives a request from a UAS for a connection but cannot locate the UAC, the proxy forwards the message to another SIP proxy in the network. When the UAC is located, the response routes back to the UAS, and the two UAs connect using a direct peer-to-peer session. Voice traffic transmits between UAs over dynamically assigned ports using Real-time Protocol (RTP).

RTP transmits real-time data such as audio and video; RTP does not guarantee real-time delivery of data. RTP provides mechanisms for the sending and receiving applications to support streaming data. Typically, RTP runs on top of UDP.

## SIP Over TCP

To guarantee state-oriented communications, the Cisco IP Phone can use TCP as the transport protocol for SIP. This protocol provides *guaranteed delivery* that assures that lost packets are retransmitted. TCP also guarantees that the SIP packages are received in the same order that they were sent.

TCP overcomes the problem of UDP port-blocking by corporate firewalls. With TCP, new ports do not need to be open or packets dropped, because TCP is already in use for basic activities, such as internet browsing or e-commerce.

## SIP Proxy Redundancy

An average SIP Proxy Server can handle tens of thousands of subscribers. A backup server allows an active server to be temporarily switched out for maintenance. Cisco phones support the use of backup SIP Proxy Servers to minimize or eliminate service disruption.

A static list of proxy servers is not always adequate. If your user agent serves different domains, for example, you do not want to configure a static list of proxy servers for each domain into every Cisco IP Phone.

A simple way to support proxy redundancy is to configure a SIP Proxy Server in the Cisco IP Phone configuration profile. The DNS SRV records instruct the phones to contact a SIP Proxy Server in a domain named in SIP messages. The phone consults the DNS server. If configured, the DNS server returns an SRV record that contains a list of SIP Proxy Servers for the domain, with their hostnames, priority, listening ports, and so forth. The Cisco IP Phone tries to contact the hosts in the order of their priority.

If the Cisco IP Phone currently uses a lower-priority proxy server, the phone periodically probes the higher-priority proxy and switches to the higher-priority proxy when available.

## Dual Registration

The phone always registers to both primary (or primary outbound) and alternate (or alternate outbound) proxies. After registration, the phone sends out Invite and Non-Invite SIP messages through primary proxy first. If there is no response for the new INVITE from the primary proxy, after timeout, the phone attempts to connect with the alternate proxy. If the phone fails to register to the primary proxy, it sends an INVITE to the alternate proxy without trying the primary proxy.

Dual registration is supported on a per-line basis. Three added parameters can be configured through web user interface and remote provisioning:

- Alternate Proxy—Default is empty.
- Alternate Outbound Proxy—Default is empty.
- Dual Registration—Default is NO (turned off).

After you configure the parameters, reboot the phone for the feature to take effect.



---

**Note** Specify a value for primary proxy (or primary outbound proxy) and alternate proxy (or alternate outbound proxy) for the feature to function properly.

---

### Dual Registration and DNS SRV Limitations

- When Dual Registration is enabled, DNS SRV Proxy Fallback or Recovery must be disabled.

- Do not use Dual Registration along with other Fallback or Recovery mechanisms. For example: Broadsoft mechanism.
- There is no recovery mechanism for feature request. However, the administrator can adjust the reregistration time for a prompt update of the registration state for primary and alternate proxy.

### Dual Registration and Alternate Proxy

When the Dual Register parameter is set to **No**, Alternate Proxy is ignored.

## Failover and Recovery Registration

- Failover—The phone performs a failover when transport timeout/failure or TCP connection failures; if Try Backup RSC and Retry Reg RSC values are datafilled.
- Recovery—The phone attempts to reregister with the primary proxy while registered or actively connected to the secondary proxy.

Auto register when failover parameter controls the failover behavior when there is an error. When this parameter is set to yes, the phone re-registers upon failover or recovery.

### Fallback Behavior

The fallback occurs when the current registration expires or Proxy Fallback Intvl fires.

If the Proxy Fallback Intvl is exceeded, all the new SIP messages go to primary proxy.

For example, when the value for Register Expires is 3600 seconds and Proxy Fallback Intvl is 600 seconds, the fallback triggers 600 seconds later.

When the value for Register Expires is 800 seconds and Proxy Fallback Intvl is 1000 seconds, the fallback triggers at 800 seconds.

After successful registration back to the primary server, all SIP messages go to the primary server.

## RFC3311

The Cisco IP Phone supports RFC-3311, the SIP UPDATE Method.

## SIP NOTIFY XML-Service

The Cisco IP Phone supports the SIP NOTIFY XML-Service event. On receipt of a SIP NOTIFY message with an XML-Service event, the phone challenges the NOTIFY with a 401 response if the message does not contain correct credentials. The client must furnish the correct credentials using MD5 digest with the SIP account password for the corresponding line of the IP phone.

The body of the message can contain the XML event Message. For example:

```
<CiscoIPPhoneExecute>
  <ExecuteItem Priority="0" URL="http://xmlserver.com/event.xml"/>
</CiscoIPPhoneExecute>
```

Authentication:

```
challenge = MD5( MD5(A1) ":" nonce ":" nc-value ":" cnonce ":" qop-value
":" MD5(A2) )
```

```
where A1 = username ":" realm ":" passwd  
and A2 = Method ":" digest-uri
```

## SIP Configuration

SIP settings for the Cisco IP Phone are configured for the phone in general and for the extensions.

### Configure the Basic SIP Parameters

#### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

#### Procedure

---

- Step 1** Select **Voice > SIP**.
  - Step 2** In the **SIP Parameters** section, set the SIP parameters as described in [SIP Parameters, on page 232](#).
  - Step 3** Click **Submit All Changes**.
- 

### Configure the SIP Timer Values

#### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

#### Procedure

---

- Step 1** Select **Voice > SIP**.
  - Step 2** In the **SIP Timer Values** section, set the SIP timer values in seconds as described in [SIP Timer Values \(sec\), on page 235](#).
  - Step 3** Click **Submit All Changes**.
- 

### Configure the Response Status Code Handling

#### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

#### Procedure

---

- Step 1** Select **Voice > SIP**.
- Step 2** In the **Response Status Code Handling** section, set the values as specified:

- **Try Backup RSC**—SIP response code that retries a backup server for the current request. Defaults to blank. For example, you can enter numeric values 500 or a combination of numeric values plus wild cards if multiple values are possible. For the later, you can use 5?? to represent all SIP Response messages within the 500 range. If you want to use multiple ranges, you can add a comma "," to delimit values of 5?? and 6??.
- **Retry Reg RSC**—SIP response code that the phone retries registration after failing during the last registration. Defaults to blank. For example, you can enter numeric values 500 or a combination of numeric values plus wild cards if multiple values are possible. For the later, you can use 5?? to represent all SIP Response messages within the 500 range. If you want to use multiple ranges, you can add a comma "," to delimit values of 5?? and 6??.

**Step 3** Click **Submit All Changes**.

---

## Configure NTP Server

You can configure NTP servers with IPv4 and IPv6. You can also configure NTP server with DHCPv4 option 42 or DHCPv6 option 56. Configuring NTP with Primary NTP Server and Secondary NTP server parameters has higher priority over configuring NTP with DHCPv4 option 42 or DHCPv6 option 56.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Systems**.
- Step 2** In the **Optional Network Configuration** section, enter IPv4 or IPv6 address in the **Primary NTP Server** and **Secondary NTP Server**.
- Step 3** Click **Submit All Changes**.
- 

## Configure the RTP Parameters

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > SIP**.
- Step 2** In the **RTP Parameters** section, set the Real-Time Transport Protocol (RTP) parameter values as described in [RTP Parameters, on page 238](#).
- Step 3** Click **Submit All Changes**.
-

## Control SIP and RTP Behaviour in Dual Mode

You can control SIP and RTP parameters with SIP IP Preference and SDP IP Preference fields when phone is in dual mode.

SIP IP Preference parameter defines which IP address phone tries first when it is in dual mode.

**Table 12: SIP IP Preference and IP Mode**

IP Mode	SIP IP Preference	Address List from DNS, Priority, Result P1 - First Priority Address P2 - Second Priority Address	Failover Sequence
Dual Mode	IPv4	P1- 1.1.1.1, 2009:1:1:1::1 P2 - 2.2.2.2, 2009:2:2:2::2 <b>Result:</b> Phone will send the SIP messages to 1.1.1.1 first.	1.1.1.1 ->2009:1:1:1 -> 2.2.2.2 -> 2009:2:2:2
Dual Mode	IPv6	P1- 1.1.1.1, 2009:1:1:1::1 P2 - 2.2.2.2, 2009:2:2:2::2 <b>Result:</b> Phone will send the SIP messages to 2009:1:1:1::1 first.	2009:1:1:1 -> 1.1.1.1 -> 2009:2:2:2 -> 2.2.2.2
Dual Mode	IPv4	P1- 2009:1:1:1::1 P2 - 2.2.2.2, 2009:2:2:2::2 <b>Result:</b> Phone will send the SIP messages to 2009:1:1:1::1 first.	2009:1:1:1 -> 2.2.2.2 -> 2009:2:2:2
Dual Mode	IPv6	P1- 2009:1:1:1::1 P2 - 2.2.2.2, 2009:2:2:2::2 <b>Result:</b> Phone will send the SIP messages to 1.1.1.1 first.	2009:1:1:1 -> 2009:2:2:2 ->2.2.2.2
IPv4 Only	IPv4 or IPv6	P1 - 1.1.1.1, 2009:1:1:1::1 P2 - 2.2.2.2, 2009:2:2:2::2 <b>Result:</b> Phone will send the SIP messages to 1.1.1.1 first.	1.1.1.1 -> 2.2.2.2
IPv6 Only	IPv4 or IPv6	P1 - 1.1.1.1, 2009:1:1:1::1 P2 - 2.2.2.2, 2009:2:2:2::2 <b>Result:</b> Phone will send the SIP messages to 2009:1:1:1::1 first.	2009:1:1:1 -> 2009:2:2:2

SDP IP Preference - ALTC helps peers in dual-mode negotiate RTP address family.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

---

- Step 1** Select **Voice > SIP**.
- Step 2** In the **SIP Parameters** section, select **IPv4** or **IPv6** in the **SIP IP Preference** field.
- Step 3** In the **RTP Parameters** section, select **IPv4** or **IPv6** in the **SDP IP Preference** field.
- For details, see **SDP IP Preference** in [RTP Parameters, on page 238](#).
- 

## Configure the SDP Payload Types

Configured dynamic payloads are used for outbound calls only when the Cisco IP Phone presents a Session Description Protocol (SDP) offer. For inbound calls with an SDP offer, the phone follows the caller's assigned dynamic payload type.

The Cisco IP Phone uses the configured codec names in outbound SDP. For incoming SDP with standard payload types of 0-95, the phone ignores the codec names. For dynamic payload types, the phone identifies the codec by the configured codec names (comparison is case-sensitive).

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

---

- Step 1** Select **Voice > SIP**.
- Step 2** In the **SDP Payload Types** section, set the value as specified in [SDP Payload Types, on page 239](#).
- **AVT Dynamic Payload**—Any nonstandard data. Both sender and receiver must agree on a number. Ranges from 96 to 127. Default: 101.
- Step 3** Click **Submit All Changes**.
- 

## Configure the SIP Settings for Extensions

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

---

- Step 1** Select **Voice > Ext(n)**, where n is an extension number.



- Step 2** In the **SIP Settings** section, set the parameter values as described in [SIP Settings, on page 280](#).
- Step 3** Click **Submit All Changes**.
- 

## Configure the SIP Proxy Server

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Ext(n)**, where n is an extension number.
- Step 2** In the **Proxy and Registration** section, set the parameter values as described in [Proxy and Registration, on page 286](#).
- Step 3** Click **Submit All Changes**.
- 

## Configure the Subscriber Information Parameters

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Ext(n)**, where n is an extension number.
- Step 2** In the **Subscriber Information** section, set the parameter values as described in [Subscriber Information, on page 288](#).
- Step 3** Click **Submit All Changes**.
- 

## Managing NAT Transversal with Phones

Network Address Translation (NAT) allows multiple devices to share a single, public, routable, IP address to establish connections over the Internet. NAT is present in many broadband access devices to translate public and private IP addresses. For VoIP to coexist with NAT, NAT traversal is required.

Not all service providers provide NAT traversal. If your service provider does not provide NAT traversal, you have several options:

- NAT Mapping with Session Border Controller
- NAT Mapping with SIP-ALG Router
- NAT Mapping with a Static IP Address

- NAT Mapping with STUN

## Enable NAT Mapping

You must enable NAT mapping to set NAT parameters.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Ext(n)**.
  - Step 2** Set up the fields as described in [NAT Settings, on page 279](#).
  - Step 3** Click **Submit All Changes**.
- 

## NAT Mapping with Session Border Controller

We recommend that you choose an service provider that supports NAT mapping through a Session Border Controller. With NAT mapping provided by the service provider, you have more choices in selecting a router.

## NAT Mapping with SIP-ALG Router

NAT mapping can be achieved by using a router that has a SIP Application Layer Gateway (ALG). By using a SIP-ALG router, you have more choices in selecting an service provider.

## NAT Mapping with the Static IP Address

You can configure NAT mapping on the phone to ensure interoperability with the service provider.

- You must have an external (public) IP address that is static.
- The NAT mechanism used in the router must be symmetric. For more information, see [Determining Symmetric or Asymmetric NAT, on page 62](#).

Use NAT mapping only if the service provider network does not provide a Session Border Controller functionality.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > SIP**.
  - Step 2** In the **NAT Support Parameters** section, set **Handle VIA received**, **Insert VIA received**, **Substitute VIA Addr**, **Handle VIA rport**, **Insert VIA rport**, and **Send Resp To Src Port** fields to **Yes**.
  - Step 3** In the **NAT Support Parameters** section, set a value for the **NAT Keep Alive Intvl** field.

**Step 4** Enter the public IP address for your router in the **EXT IP** field.

**Step 5** Click the **Ext(n)** tab.

**Step 6** In the **NAT Settings** section, set **NAT Mapping Enable** to **Yes**.

**Step 7** (Optional) Set **NAT Keep Alive Enable** to **Yes**.

The service provider might require the phone to send NAT keep alive messages to keep the NAT ports open. Check with your service provider to determine the requirements.

**Step 8** Click **Submit All Changes**.

---

### What to do next

Configure the firewall settings on your router to allow SIP traffic.

## Configure NAT mapping with STUN

If the service provider network does not provide a Session Border Controller functionality and if the other requirements are met, it is possible to use Session Traversal Utilities for NAT (STUN) to discover the NAT mapping. The STUN protocol allows applications operating behind a network address translator (NAT) to discover the presence of the network address translator and to obtain the mapped (public) IP address (NAT addresses) and the port number that the NAT has allocated for the User Datagram Protocol (UDP) connections to remote hosts. The protocol requires assistance from a third-party network server (STUN server) located on the opposing (public) side of the NAT, usually the public Internet. This option is considered a last resort and should be used only if the other methods are not available. To use STUN:

- The router must use asymmetric NAT. See [Determining Symmetric or Asymmetric NAT, on page 62](#).
- A computer running STUN server software is available on the network. You can also use a public STUN server or set up your own STUN server.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

**Step 1** Select **Voice > SIP**.

**Step 2** In the **NAT Support Parameters** section, set **Handle VIA received**, **Insert VIA received**, **Substitute VIA Addr**, **Handle VIA rport**, **Insert VIA rport**, and **Send Resp To Src Port** fields to **Yes**.

**Step 3** In the **NAT Support Parameters** section, set **STUN Enable** field to **Yes**.

**Step 4** Enter the IP address for your STUN server in the **STUN Server** field.

**Step 5** Click the **Ext(n)** tab.

**Step 6** In the **NAT Settings** section, set **NAT Mapping Enable** to **Yes**.

**Step 7** (Optional) Set **NAT Keep Alive Enable** to **Yes**.

The service provider might require the phone to send NAT keep alive messages to keep the NAT ports open. Check with your service provider to determine the requirements.

**Step 8** Click **Submit All Changes**.

---

#### What to do next

Configure the firewall settings on your router to allow SIP traffic.

### Determining Symmetric or Asymmetric NAT

STUN does not work on routers with symmetric NAT. With symmetric NAT, IP addresses are mapped from one internal IP address and port to one external, routable destination IP address and port. If another packet is sent from the same source IP address and port to a different destination, a different IP address and port number combination is used. This method is restrictive because an external host can send a packet to a particular port on the internal host only if the internal host first sent a packet from that port to the external host.

This procedure assumes that a syslog server is configured and is ready to receive syslog messages.

To Determine Whether the Router Uses Symmetric or Asymmetric NAT:

#### Procedure

---

- Step 1** Verify that the firewall is not running on your PC. (It can block the syslog port.) By default, the syslog port is 514.
- Step 2** Click **Voice > System** and navigate to **Optional Network Configuration**.
- Step 3** Enter the IP address for the **Syslog Server**, if the port number is anything other than the default, 514. It is not necessary to include the port number if it is the default.
- The address and port number must be reachable from the Cisco IP phone. The port number appears on the output log file name. The default output file is `syslog.514.log` (if port number was not specified).
- Step 4** Set the **Debug Level** to **Error, Notice, or Debug**.
- Step 5** To capture SIP signaling messages, click the **Ext** tab and navigate to **SIP Settings**. Set the **SIP Debug Option** to **Full**.
- Step 6** To collect information about what type of NAT your router uses click the **SIP** tab and navigate to **NAT Support Parameters**.
- Step 7** Click **Voice > SIP** and navigate to **NAT Support Parameters**.
- Step 8** Set **STUN Test Enable** to **Yes**.
- Step 9** Determine the type of NAT by viewing the debug messages in the log file. If the messages indicate that the device is using symmetric NAT, you cannot use STUN.
- Step 10** Click **Submit All Changes**.
-

# Dial Plan

## Dial Plan Overview

Dial plans determine how digits are interpreted and transmitted. They also determine whether the dialed number is accepted or rejected. You can use a dial plan to facilitate dialing or to block certain types of calls such as long distance or international.

Use the phone web user interface to configure dial plans on the IP phone.

This section includes information that you must understand about dial plans, and procedures to configure your own dial plans.

The Cisco IP Phone has various levels of dial plans and processes the digits sequence.

When a user presses the speaker button on the phone, the following sequence of events begins:

1. The phone begins to collect the dialed digits. The interdigit timer starts to track the time that elapses between digits.
2. If the interdigit timer value is reached, or if another terminating event occurs, the phone compares the dialed digits with the IP phone dial plan. This dial plan is configured in the phone web user interface in **Voice > Ext(n)** under the **Dial Plan** section.

## Digit Sequences

A dial plan contains a series of digit sequences, separated by the | character. The entire collection of sequences is enclosed within parentheses. Each digit sequence within the dial plan consists of a series of elements that are individually matched to the keys that the user presses.

White space is ignored, but can be used for readability.

Digit Sequence	Function
0 1 2 3 4 5 6 7 8 9 0 * #	Characters that represent a key that the user must press on the phone keypad.
x	Any character on the phone keypad.
[sequence]	<p>Characters within square brackets create a list of accepted key presses. The user can press any one of the keys in the list.</p> <p>A numeric range, for example, [2-9] allows a user to press any one digit from 2 through 9.</p> <p>A numeric range can include other characters. For example, [35-8*] allows a user to press 3, 5, 6, 7, 8, or *.</p>
.(period)	A period indicates element repetition. The dial plan accepts 0 or more entries of the digit. For example, 01. allows users to enter 0, 01, 011, 0111, and so forth.

Digit Sequence	Function
<dialled:substituted>	<p>This format indicates that certain <i>dialled</i> digits are replaced by the <i>substituted</i> characters when the sequence is transmitted. The <i>dialled</i> digits can be zero to 9. For example:</p> <pre>&lt;8:1650&gt;xxxxxxxx</pre> <p>When the user presses 8 followed by a seven-digit number, the system automatically replaces the dialed 8 with the sequence 1650. If the user dials <b>85550112</b>, the system transmits <b>16505550112</b>.</p> <p>If the <i>dialled</i> parameter is empty and there is a value in the <i>substituted</i> field, no digits are replaced and the <i>substituted</i> value is always prepended to the transmitted string. For example:</p> <pre>&lt;:1&gt;xxxxxxxxxxx</pre> <p>When the user dials <b>9725550112</b>, the number 1 is added at the beginning of the sequence; the system transmits <b>19725550112</b>.</p>
, (comma)	<p>An intersequence tone played (and placed) between digits plays an outside line dial tone. For example:</p> <pre>9, 1xxxxxxxxxxx</pre> <p>An outside line dial tone plays after the user presses 9. The tone continues until the user presses 1.</p>
! (exclamation point)	<p>Prohibits a dial sequence pattern. For example:</p> <pre>1900xxxxxxxx!</pre> <p>Rejects any 11-digit sequence that begins with 1900.</p>
*xx	Allows a user to enter a 2-digit star code.
S0 or L0	For Interdigit Timer Master Override, enter S0 to reduce the short interdigit timer to 0 seconds, or enter L0 to reduce the long interdigit timer to 0 seconds.
P	<p>To pause, enter P, the number of seconds to pause, and a space. This feature is typically used for implementation of a hotline and warm line, with a 0 delay for the hot line, and a nonzero delay for a warm line. For example:</p> <pre>P5</pre> <p>A pause of 5 seconds is introduced.</p>

## Digit Sequence Examples

The following examples show digit sequences that you can enter in a dial plan.

In a complete dial plan entry, sequences are separated by a pipe character (|), and the entire set of sequences is enclosed within parentheses:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxx | 9, 1 [2-9] xxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

- Extensions on your system:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxx | 9, 1 [2-9] xxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

[1-8]xx Allows a user to dial any three-digit number that starts with the digits 1 to 8. If your system uses four-digit extensions, enter the following string: [1-8]xxx

- Local dialing with seven-digit number:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxx | 9, 1 [2-9] xxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]111 )
```

9, xxxxxxxx After a user presses 9, an external dial tone sounds. The user can enter any seven-digit number, as in a local call.

- Local dialing with 3-digit area code and a 7-digit local number:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxx | 9, 1 [2-9] xxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

9, <:1>[2-9]xxxxxxxxxx This example is useful where a local area code is required. After a user presses 9, an external dial tone sounds. The user must enter a 10-digit number that begins with a digit 2 through 9. The system automatically inserts the 1 prefix before it transmits the number to the carrier.

- Local dialing with an automatically inserted 3-digit area code:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxx | 9, 1 [2-9] xxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

8, <:1212>xxxxxxx This example is useful where a local area code is required by the carrier but most calls go to one area code. After the user presses 8, an external dial tone sounds. The user can enter any seven-digit number. The system automatically inserts the 1 prefix and the 212 area code before it transmits the number to the carrier.

- U.S. long-distance dialing:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxx | 9, 1 [2-9] xxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

9, 1 [2-9] xxxxxxxxxx After the user presses 9, an external dial tone sounds. The user can enter any 11-digit number that starts with 1 and is followed by a digit 2 through 9.

- Blocked number:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxx | 9, 1 [2-9] xxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

9, 1 900 xxxxxxxx ! This digit sequence is useful if you want to prevent users from dialing numbers that are associated with high tolls or inappropriate content, such as 1-900 numbers in the U.S. After the user presses 9, an external dial tone sounds. If the user enters an 11-digit number that starts with the digits 1900, the call is rejected.

- U.S. international dialing:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxxx | 9, 1 [2-9] xxxxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

9, 011xxxxxxx After the user presses 9, an external dial tone sounds. The user can enter any number that starts with 011, as in an international call from the U.S.

- Informational numbers:

```
( [1-8]xx | 9, xxxxxxxx | 9, <:1>[2-9]xxxxxxxxxx | 8, <:1212>xxxxxxxx | 9, 1 [2-9] xxxxxxxxxxxx
| 9, 1 900 xxxxxxxx ! | 9, 011xxxxxxx. | 0 | [49]11 )
```

0 | [49]11 This example includes two-digit sequences, separated by the pipe character. The first sequence allows a user to dial 0 for an operator. The second sequence allows the user to enter 411 for local information or 911 for emergency services.

## Acceptance and Transmission of the Dialed Digits

When a user dials a series of digits, each sequence in the dial plan is tested as a possible match. The matching sequences form a set of candidate digit sequences. As the user enters more digits, the set of candidates diminishes until only one or none is valid. When a terminating event occurs, the IP PBX either accepts the user-dialed sequence and initiates a call, or else rejects the sequence as invalid. The user hears the reorder (fast busy) tone if the dialed sequence is invalid.

The following table explains how terminating events are processed.

Terminating Event	Processing
Dialed digits have not matched any sequence in the dial plan.	The number is rejected.
Dialed digits exactly match one sequence in the dial plan.	If the dial plan allows the sequence, the number is accepted and is transmitted according to the dial plan. If the dial plan blocks the sequence, the number is rejected.
A timeout occurs.	The number is rejected if the dialed digits are not matched to a digit sequence in the dial plan within the time that the applicable interdigit timer specifies. The Interdigit Long Timer applies when the dialed digits do not match any digit sequence in the dial plan. Default: 10 seconds. The Interdigit Short Timer applies when the dialed digits match one or more candidate sequences in the dial plan. Default: 3 seconds.
A user presses the # key or the dial softkey on the IP phone screen.	If the sequence is complete and is allowed by the dial plan, the number is accepted and is transmitted according to the dial plan. If the sequence is incomplete or is blocked by the dial plan, the number is rejected.



## Dial Plan Timer (Off-Hook Timer)

You can think of the Dial Plan Timer as the off-hook timer. This timer starts when the phone goes off hook. If no digits are dialed within the specified number of seconds, the timer expires and the null entry is evaluated. Unless you have a special dial plan string to allow a null entry, the call is rejected. The default length of the Dial Plan Timer is 5 seconds.

### Syntax for the Dial Plan Timer

**SYNTAX:** (Ps<n> | dial plan)

- **s:** The number of seconds; if no number is entered after P, the default timer of 5 seconds applies. With the timer set to 0 seconds, the call transmits automatically to the specified extension when the phone goes off hook.
- **n:** (optional): The number to transmit automatically when the timer expires; you can enter an extension number or a DID number. No wildcard characters are allowed because the number is transmitted as shown. If you omit the number substitution, <n>, the user hears a reorder (fast busy) tone after the specified number of seconds.

### Examples for the Dial Plan Timer

Allow more time for users to start dialing after taking a phone off hook:

```
(P9 | (9,8<:1408>[2-9]xxxxxx | 9,8,1[2-9]xxxxxxxxxx | 9,8,011xx. | 9,8,xx.|[1-8]xx)
```

P9 means that after taking a phone off hook, a user has 9 seconds to begin dialing. If no digits are pressed within 9 seconds, the user hears a reorder (fast busy) tone. By setting a longer timer, you allow more time for users to enter digits.

To create a hotline for all sequences on the System Dial Plan:

```
(P9<:23> | (9,8<:1408>[2-9]xxxxxx | 9,8,1[2-9]xxxxxxxxxx | 9,8,011xx. | 9,8,xx.|[1-8]xx)
```

P9<:23> means that after taking the phone off hook, a user has 9 seconds to begin dialing. If no digits are pressed within 9 seconds, the call is transmitted automatically to extension 23.

To create a hotline on a line button for an extension:

```
(P0 <:1000>)
```

With the timer set to 0 seconds, the call is transmitted automatically to the specified extension when the phone goes off hook. Enter this sequence in the Phone Dial Plan for Ext 2 or higher on a client phone.

## Interdigit Long Timer (Incomplete Entry Timer)

You can think of this timer as the incomplete entry timer. This timer measures the interval between dialed digits. It applies as long as the dialed digits do not match any digit sequences in the dial plan. Unless the user enters another digit within the specified number of seconds, the entry is evaluated as incomplete, and the call is rejected. The default value is 10 seconds.

This section explains how to edit a timer as part of a dial plan. Alternatively, you can modify the Control Timer that controls the default interdigit timers for all calls.

## Syntax for the Interdigit Long Timer

**SYNTAX:** L:s, (dial plan)

- **s:** The number of seconds; if no number is entered after L:, the default timer is 5 seconds. With the timer set to 0 seconds, the call is transmitted automatically to the specified extension when the phone goes off hook.
- Note that the timer sequence appears to the left of the initial parenthesis for the dial plan.

### Example for the Interdigit Long Timer

```
L:15, (9,8<:1408>[2-9]xxxxxx | 9,8,1[2-9]xxxxxxxxxx | 9,8,011xx. | 9,8,xx.|[1-8]xx)
```

L:15 means that this dial plan allows the user to pause for up to 15 seconds between digits before the Interdigit Long Timer expires. This setting is especially helpful to users such as sales people, who are reading the numbers from business cards and other printed materials while dialing.

## Interdigit Short Timer (Complete Entry Timer)

You can think of this timer as the complete entry timer. This timer measures the interval between dialed digits. The timer applies when the dialed digits match at least one digit sequence in the dial plan. Unless the user enters another digit within the specified number of seconds, the entry is evaluated. If the entry is valid, the call proceeds. If the entry is invalid, the call is rejected.

Default: 3 seconds.

### Syntax for the Interdigit Short Timer

**SYNTAX 1:** S:s, (dial plan)

Use this syntax to apply the new setting to the entire dial plan within the parentheses.

**SYNTAX 2:** *sequence* Ss

Use this syntax to apply the new setting to a particular dialing sequence.

**s:** The number of seconds; if no number is entered after S, the default timer of 5 seconds applies.

### Examples for the Interdigit Short Timer

To set the timer for the entire dial plan:

```
S:6, (9,8<:1408>[2-9]xxxxxx | 9,8,1[2-9]xxxxxxxxxx | 9,8,011xx. | 9,8,xx.|[1-8]xx)
```

S:6 means that while the user enters a number with the phone off hook, the user can pause for up to 15 seconds between digits before the Interdigit Short Timer expires. This setting is especially helpful to users such as sales people, who are reading the numbers from business cards and other printed materials while dialing.

Set an instant timer for a particular sequence within the dial plan:

```
(9,8<:1408>[2-9]xxxxxx | 9,8,1[2-9]xxxxxxxxxxS0 | 9,8,011xx. | 9,8,xx.|[1-8]xx)
```

9,8,1[2-9]xxxxxxxxxxS0 means that with the timer set to 0, the call is transmitted automatically when the user dials the final digit in the sequence.

## Edit the Dial Plan on the IP Phone



**Note** You can edit the dial plan in the XML configuration file. Locate the `Dial_Plan_n` parameter in the XML configuration file, where `n` denotes the extension number. Edit the value of this parameter. The value must be specified in the same format as in the **Dial Plan** field on the phone administration web page, described below.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Ext(n)**, where `n` is an extension number.
- Step 2** Scroll to the **Dial Plan** section.
- Step 3** Enter the digit sequences in the **Dial Plan** field.
- The default (US-based) systemwide dial plan appears automatically in the field.
- Step 4** You can delete digit sequences, add digit sequences, or replace the entire dial plan with a new dial plan.
- Separate each digit sequence with a pipe character, and enclose the entire set of digit sequences within parentheses. Example:
- ```
(9,8<:1408>[2-9]xxxxxxx | 9,8,1[2-9]xxxxxxxxxxx | 9,8,011xx. | 9,8,xx.|[1-8]xx)
```
- Step 5** Click **Submit All Changes**.
- The phone reboots.
- Step 6** Verify that you can successfully complete a call with each digit sequence that you entered in the dial plan.
- Note** If you hear a reorder (fast busy) tone, review your entries and modify the dial plan appropriately.
- 

## Reset the Control Timers

If you need to edit a timer setting only for a particular digit sequence or type of call, you can edit the dial plan.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Regional**.
- Step 2** Scroll to the **Control Timer Values (sec)** section.

- Step 3** Enter the desired values in the **Interdigit Long Timer** field and the **Interdigit Short Timer** field.
- Step 4** Click **Submit All Changes**.
- 

## Regional Parameters and Supplementary Services

### Regional Parameters

In the phone web user interface, use the **Regional** tab to configure regional and local settings, such as control timer values, dictionary server script, language selection, and locale to change localization. The Regional tab includes these sections:

- Call Progress Tones—Displays values of all ringtones.
- Distinctive Ring Patterns—Ring cadence defines the ringing pattern that announces a telephone call.
- Control Timer Values—Displays all values in seconds.
- Vertical Service Activation Codes—Includes Call Back Act Code and Call Back Deact Code.
- Outbound Call Codec Selection Codes—Defines the voice quality.
- Time—Includes local date, local time, time zone, and Daylight Saving Time.
- Language—Includes Dictionary Server Script, Language Selection, and Locale.

### Set the Control Timer Values

#### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

#### Procedure

---

- Step 1** Select **Voice > Regional**.
- Step 2** Configure the values in the fields in the **Control Timer Values (sec)** section.
- Step 3** Click **Submit All Changes**.
- 

### Localize Your Cisco IP Phone

#### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

---

- Step 1** Select **Voice > Regional**.
- Step 2** Configure the values in the fields in the **Time** and **Language** sections.
- Step 3** Click **Submit All Changes**.
- 

## Time and Date Settings

The Cisco IP Phone obtains the time settings in one of three ways:

- **NTP Server**—When the phone boots up, it tries to contact the first Network Time Protocol (NTP) server to get the time. The phone periodically synchronizes its time with the NTP server. The synchronization period is fixed at 1 hour. Between updates, the phone tracks time with its internal clock.



---

**Note** NTP time takes priority over the time you set using the menu options on the phone screen. When you manually enter a time, this setting takes effect. On the next NTP synchronization, the time is corrected so that the NTP time is displayed.

When you manually enter the phone time, a pop-up is available that alerts you of this behavior.

---

- **Manual Setup**—You can use the phone web user interface to enter the time and date manually. However, the NTP time or SIP Message Date overwrites this value when either is available to the phone. Manual setup requires that you enter the time in 24-hour format only.

The time that the NTP Server and the SIP Date Header serve is expressed in GMT time. The local time is obtained by offsetting the GMT according to the time zone of the region.

You can configure the Time Zone parameter with the phone web user interface or through provisioning. This time can be further offset by the Time Offset (HH/mm) parameter. This parameter must be entered in 24-hour format and can also be configured from the IP phone screen.

The Time Zone and Time Offset (HH/mm) offset values are not applied to manual time and date setup



---

**Note** The time of the log messages and status messages are in UTC time and are not affected by the time zone setting.

---

## Configure Daylight Saving Time

The phone supports automatic adjustment for daylight saving time.



---

**Note** The time of the log messages and status messages are in UTC time. The time zone setting does not affect them.

---

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

- 
- Step 1** Select **Voice > Regional**.
  - Step 2** Set the **Daylight Saving Time Enable** drop-down list box to **Yes**.
  - Step 3** In the **Daylight Saving Time Rule** field, enter the DST rule. This value affects the time stamp on the CallerID.
  - Step 4** Click **Submit All Changes**.
- 

**Daylight Saving Time Examples**

The following example configures daylight saving time for the U.S, adding one hour starting at midnight on the first Sunday in April and ending at midnight on the last Sunday of October; add 1 hour (USA, North America):

```
start=4/1/7/0:0:0;end=10/31/7/0:0:0;save=1
start=4/1/7;end=10/-1/7;save=1
start=4/1/7/0;end=10/-1/7/0;save=1
```

The following example configures daylight saving time for Egypt, starting at midnight on the last Sunday in April and ending at midnight on the last Sunday of September:

```
start=4/-1/7;end=9/-1/7;save=1 (Egypt)
```

The following example configures daylight saving time for New Zealand (in version 7.5.1 and higher), starting at midnight on the first Sunday of October and ending at midnight on the third Sunday of March.

```
start=10/1/7;end=3/22/7;save=1 (New Zealand)
```

The following example reflects the new change starting in March. DST starts on the second Sunday in March and ends on the first Sunday in November:

```
start=3/8/7/02:0:0;end=11/1/7/02:0:0;save=1
```

The following example configures the daylight saving time starting on the last Monday (before April 8) and ending on the first Wednesday (after May 8.)

```
start=4/-8/1;end=5/8/3;save=1
```

**Phone Display Language**

The Cisco IP Phone supports multiple languages for the phone display.

By default, the phone is set up for English. To enable the use of another language, you must set up the dictionary for the language. For some languages, you must also set up the font for the language.

After the setup is complete, you or your users can specify the desired language for the phone display.

## Supported Languages for the Phone Display

On the phone administration web page, go to **Admin Login > Advanced > Voice > Regional**. In the **Language** section, click the **Locale** drop-down list box to see the supported languages for the phone display.

- bg-BG (Bulgarian)
- ca-ES (Catalan)
- cs-CZ (Czech)
- da-DK (Danish)
- de-DE (German)
- en-AU (English-Australia)
- en-CA (English-Canada)
- en-GB (English-Great Britain)
- en-NZ (English-New Zealand)
- en-US (English-United States)
- es-ES (Spanish-Spain)
- es-MX (Spanish-Mexico)
- fi-FI (Finnish)
- fr-CA (French-Canada)
- fr-FR (French-France)
- hr-HR (Hungarian)
- it-IT (Italian)
- ja-JP (Japanese)
- ko-KR (Korean)
- nl-NL (Dutch)
- nn-NO (Norwegian)
- pl-PL (Polish)
- pt-BZ (Portuguese-Brazil)
- pt-PT (Portuguese-Portugal)
- ru-RU (Russian)
- sk-SK (Slovak)
- sv-SE (Swedish)
- tr-TR (Turkish)
- zh-CN (Chinese-Simplified)
- zh-HK (Chinese-Hong Kong)

## Set Up Dictionaries and Fonts

Languages other than English require dictionaries. Some languages also require a font.

### Procedure

- 
- Step 1** Download the locale zip file for your firmware version, from [cisco.com](http://cisco.com). Place the file on your server, and unzip the file.
- Dictionaries and fonts for all the supported languages are included in the zip file. Dictionaries are XML scripts. Fonts are standard TTF files.
- Step 2** On the phone administration web page, go to **Admin Login > Advanced > Voice > Regional**. In the **Language** section, specify the necessary parameters and values in the **Dictionary Server Script** field as described below. Use a semicolon (;) to separate multiple parameter and value pairs.
- Specify the location of the dictionary and font files with the `serv` parameter.  
For example: `serv=http://10.74.128.101/Locales/`  
Make sure to include the IP address of the server, the path, and folder name.
  - For each language that you want to set up, specify a set of parameters as described below.

**Note** In these parameter specifications, *n* denotes a serial number. This number determines the sequential order in which the language options are displayed in the **Settings** menu of the phone. 0 is reserved for US-English, which has a default dictionary. You can use it optionally, to specify your own dictionary.

Use numbers starting with 1 for other languages.

- Specify the language name with the *d<sub>n</sub>* parameter.

For example: `d1=Chinese-Simplified`

This name is displayed as a language option in the **Settings** menu of the phone.

- Specify the name of the dictionary file with the *x<sub>n</sub>* parameter.

For example: `x1=zh-CN_78xx_68xx-11.2.1.1004.xml`

Make sure to specify the correct file for the language and phone model that you use.

- If a font is required for the language, specify the name of the font file with the *f<sub>n</sub>* parameter.

For example: `f1=zh-CN_78xx_68xx-11.2.1.1004.ttf`

Make sure to specify the correct file for the language and phone model that you use.

**Note** Font files with 'BMP' in the file name are for the Cisco IP Phone 7821.

See [Setup for Latin Languages, on page 74](#) for specific details on setting up Latin languages.

See [Setup for an Asian Language, on page 74](#) for specific details on setting up an Asian language.

### Step 3 Click **Submit All Changes**.

## Setup for Latin Languages

If you use Latin languages such as French or German, you can configure up to 9 language options for the phone. The options are displayed in the **Settings** menu of the phone. To enable the options, set up a dictionary for each language that you want to include. To do this, specify a pair of the *d<sub>n</sub>* and *x<sub>n</sub>* parameters and values in the **Dictionary Server Script** field, for each language that you want to include.

Example for including French and German:

```
serv=http://10.74.128.101/Locales/;d1=French;x1=fr-FR_78xx_68xx-11.2.1.1004.xml;
d2=German;x2=de-DE_78xx_68xx-11.2.1.1004.xml
```

## Setup for an Asian Language

If you use an Asian language such as Chinese, Japanese, or Korean, you can only set up one language option for the phone.

You must set up the dictionary and the font for the language. To do this, specify the *d<sub>1</sub>*, *x<sub>1</sub>* and *f<sub>1</sub>* parameters and values in the **Dictionary Server Script** field.

Example for setting up Chinese-Simplified:

```
serv=http://10.74.128.101/Locales/;d1=Chinese-Simplified;
x1=zh-CN_78xx_68xx-11.2.1.1004.xml;f1=zh-CN_78xx_68xx-11.2.1.1004.ttf
```



## Specify a Language for the Phone Display



---

**Note** Your users can select the language on the phone, from **Settings > Device Administration > Language**.

---

### Before you begin

The dictionaries and fonts required for the language are set up. See [Set Up Dictionaries and Fonts](#), on page 73 for details.

### Procedure

---

- Step 1** On the phone administration web page, go to **Admin Login > Advanced > Voice > Regional, Language** section. In the **Language Selection** field, specify the value of the appropriate `dn` parameter value from the **Dictionary Server Script** field, for the language of your choice.
- Step 2** Click **Submit All Changes**.
- 

## Cisco IP Phone 7800 Series Documentation

Refer to publications that are specific to your language and phone model, and phone firmware release. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-7800-series-multiplatform-firmware/tsd-products-support-series-home.html>





## CHAPTER 5

# Third-Party Call Control Setup

---

- [Determine the Phone MAC Address, on page 77](#)
- [Network Configuration, on page 77](#)
- [Provisioning, on page 78](#)
- [Report Current Phone Configuration to the Provisioning Server, on page 78](#)
- [Web-Based Configuration Utility, on page 80](#)
- [Administrator and User Accounts, on page 82](#)

## Determine the Phone MAC Address

To add phones to the Third-Party Call Control system, determine the MAC address of a Cisco IP Phone.

### Procedure

---

Perform one of the following actions:

- On the phone, press **Applications > Status > Product Information**, and look at the MAC address field.
  - Look at the MAC label on the back of the phone.
  - Display the web page for the phone and select **Info > Status > Product Information**.
- 

## Network Configuration

The Cisco IP Phone is used as a part of a SIP network, because the phone supports Session Initiation Protocol (SIP). The Cisco IP Phone is compatible with other SIP IP PBX call control systems, such as BroadSoft, MetaSwitch, and Asterisk.

Configuration of these systems is not described in this document. For more information, see the documentation for the SIP PBX system to which you are connecting the Cisco IP Phone.

This document describes some common network configurations; however, your configuration can vary, depending on the type of equipment that your service provider uses.

## Provisioning

Phones can be provisioned to download configuration profiles or updated firmware from a remote server when they are connected to a network, when they are powered up, and at set intervals. Provisioning is typically part of high-volume, Voice-over-IP (VoIP) deployments and is limited to service providers. Configuration profiles or updated firmware are transferred to the device through use of TFTP, HTTP, or HTTPS.

The *Cisco IP Phone 7800 Series Multiplatform Phones Provisioning Guide* describes provisioning in detail.

## Report Current Phone Configuration to the Provisioning Server

You can configure the phone to report its full configuration, delta changes in the configuration, or the status data to the server. You can add up to two URLs in the **Report Rule** field to specify the destination for the report, and include an optional encryption key.

When requesting delta configuration and status reports at once, separate report rules with a **space**. Include a destination upload-URL in each of the report rules. You can optionally precede the report rule by one or more content arguments that are enclosed in square brackets [ ].

When a report upload is attempted, the **HTTP Report Method** field specifies whether the HTTP Request that the phone sends should be an **HTTP PUT** or an **HTTP POST**. Choose:

- **PUT Method**—To create a new report or overwrite an existing report at a known location on the server. For example, you may want to keep overwriting each report that you send and only store the most *current* configuration on the server.
- **POST Method**—To send the report data to the server for processing, such as, by a PHP script. This approach provides more flexibility for storing the configuration information. For example, you may want to send a series of phone status reports and store *all* the reports on the server.

Use the following content arguments in the **Report Rule** field to send specific configuration reports:

| Content Argument | Report Content                                                                                                                                                                                                                                  |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Default: Blank   | Full Configuration report                                                                                                                                                                                                                       |
| [--delta]        | Configuration report containing <i>only</i> the latest changed fields<br><br>For example, <ul style="list-style-type: none"> <li>• Report 1 contains ABC changes.</li> <li>• Report 2 contains XYZ changes (<i>not</i> ABC and XYZ).</li> </ul> |
| [--status]       | Full Phone Status report                                                                                                                                                                                                                        |
| <b>Note</b>      | The preceding arguments can be combined with other arguments, such as, <b>--key</b> , <b>--uid</b> , and <b>--pwd</b> . These arguments control upload authentication and encryption, and are documented in the <b>Profile Rule</b> field.      |

- When you specify the [**--key <encryption key>**] argument in the **Report Rule**, the phone applies AES-256-CBC encryption to the file (configuration, status, or delta), with the specified encryption key.




---

**Note** If you have provisioned the phone with Input Keying Material (IKM) and want the phone to apply RFC 8188-based encryption to the file, do not specify the **--key** argument.

---

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Provisioning > Upload Configuration Options**.
  - Step 2** Set the parameter for each of the five fields as described in [Upload Configuration Options, on page 249](#).
  - Step 3** Click **Submit All Changes**.

Example of user inputs and the resulting actions of the phone and provisioning server for the **Report Rule**:

- **HTTP PUT ALL configuration:**

If the HTTP report method is PUT, you enter the URL for the report rule in this format:

```
http://my_http_server/config-mpp.xml
```

Then the phone will report the configuration data to *http://my\_http\_server/config-mpp.xml*.

- **HTTP PUT Changed Configuration**

If the HTTP report method is PUT, you enter the URL for the report rule in this format:

```
[--delta]http://my_http_server/config-mpp-delta.xml;
```

Then the phone will report changed configuration to *http://my\_http\_server/config-mpp-delta.xml*.

- **HTTP PUT Encrypted Delta Configuration**

If the HTTP report method is PUT, you enter the URL for the report rule in this format:

```
[--delta --key test123]http://my_http_server/config-mpp-delta.enc.xml;
```

The phone will report status data to *http://my\_http\_server/config-mpp-delta.enc.xml*

On the report server side, the file can be decrypted like this: **# openssl enc -d -aes-256-cbc -k test123 -in config-mpp-delta.enc-delta.enc -out cfg.xml**

- **HTTP PUT Status Data**

If the HTTP report method is PUT, you enter the URL for the report rule in this format:

```
[--status]http://my_http_server/config-mpp-status.xml;
```

The phone will report status data to *http://my\_http\_server/config-mpp-status.xml*

- **HTTP PUT Changed Configuration and Status**

If the HTTP report method is PUT, you enter the URL for the report rule in this format:

```
[--status]http://my_http_server/config-mpp-status.xml
[--delta]http://my_http_server/config-mpp-delta.xml
```

The phone will report status data to *http://my\_http\_server/config-mpp-status.xml* and *http://my\_http\_server/config-mpp-delta.xml*

#### • HTTP POST Changed Configuration

If the report method is POST, you enter the URL for the report rule in this format:

```
[--delta]http://my_http_server/report_upload.php
```

The report upload file format"

```
// report_upload.php content
<?php
$filename = "report_cfg.xml"; // report file name
// where to put the file
$file = "/path/to/file".$filename;
// get data from http post
$report_data = file_get_contents('php://input');
// save the post data to file
$file_put_contents($file, $report_data);
?>
```

The phone will upload changed data to *http://my\_http\_server/report\_cfg.xml*

---

## Web-Based Configuration Utility

Your phone system administrator can allow you to view the phone statistics and modify some or all the parameters. This section describes the features of the phone that you can modify with the phone web user interface.

### Access the Phone Web Page

Access the phone web page from a web browser on a computer that can reach the phone on the subnetwork.

If your service provider has disabled access to the configuration utility, contact the service provider before proceeding.

#### Procedure

- 
- Step 1** Ensure that the computer can communicate with the phone. No VPN in use.
  - Step 2** Start a web browser.
  - Step 3** Enter the IP address of the phone in your web browser address bar.
    - User Access: **http://<ip address>/user**
    - Admin Access: **http://<ip address>/admin/advanced**
    - Admin Access: **http://<ip address>**, click **Admin Login** and click **advanced**

For example, `http://10.64.84.147/admin`

---

## Allow Web Access to the Cisco IP Phone

To view the phone parameters, enable the configuration profile. To make changes to any of the parameters, you must be able to change the configuration profile. Your system administrator might have disabled the phone option to make the phone web user interface viewable or writable.

For more information, see the *Cisco IP Phone 7800 Series Multiplatform Phones Provisioning Guide*.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Click **Voice > System**.
  - Step 2** In the **System Configuration** section, set **Enable Web Server** to **Yes**.
  - Step 3** To update the configuration profile, click **Submit All Changes** after you modify the fields in the phone web user interface.  
  
The phone reboots and the changes are applied.
  - Step 4** To clear all changes that you made during the current session (or after you last clicked **Submit All Changes**), click **Undo All Changes**. Values return to their previous settings.
- 

## Determine the IP Address of the Phone

A DHCP server assigns the IP address, so the phone must be booted up and connected to the subnetwork.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Info > Status**.
  - Step 2** Scroll to **IPv4 Information**. Current IP displays the IP address.
  - Step 3** Scroll to **IPv6 Information**. Current IP displays the IP address.
- 

## View Download Status

You can view download status from the phone web page when your user has difficulties with phone registration.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

**Step 1** Select **Info > Download Status**.

**Step 2** View firmware upgrade, provisioning, and custom CA status details as described in the [Firmware Upgrade Status, on page 219](#), [#unique\\_269](#), and [#unique\\_270](#).

---

## Web Administration Tabs

Each tab contains parameters that are related to a particular feature. Some tasks require that you set multiple parameters in different tabs.

[Info, on page 211](#) briefly describes each parameter that is available on the phone web user interface.

## Administrator and User Accounts

The Cisco IP Phone firmware provides specific administrator and user accounts. These accounts provide specific login privileges. The administrator account name is **admin**; the user account name is **user**. These account names cannot be changed.

The **admin** account gives the service provider or Value-added Reseller (VAR) configuration access to the Cisco IP phone. The **user** account gives limited and configurable control to the device end user.

The **user** and **admin** accounts can be password protected independently. If the service provider sets an administrator account password, you are prompted for it when you click **Admin Login**. If the password does not yet exist, the screen refreshes and displays the administration parameters. No default passwords are assigned to either the administrator or the user account. Only the administrator account can assign or change passwords.

The administrator account can view and modify all web profile parameters, including web parameters, that are available to the user login. The Cisco IP Phone system administrator can further restrict the parameters that a user account can view and modify through use of a provisioning profile.

Configuration parameters that are available to the user account are configurable on the Cisco IP Phone. User access to the phone web user interface can be disabled.

## Enable User Access to the Phone Interface Menus

Use the **admin** account to enable or disable access to the phone web user interface by the **user** account. If the user account has access, users can set parameters through the phone web user interface.





---

**Note** Use phone profile provisioning to restrict the ability to configure individual parameters. Take Connection\_Type parameter for example, when Phone-UI-User-Mode is set to Yes and, in the Resync file, the “ua” attribute can be:

- Connection\_Type ua=“rw”, you can read and change the information on the user phone web and phone screen.
- Connection\_Type ua=“ro”, you can only read, not change, the information on the user phone web and phone screen.
- Connection\_Type ua=“na”, you can not access the information on the user phone web or phone screen.

---

For more information on provisioning, see the *Cisco IP Phone 7800 Series Multiplatform Phones Provisioning Guide*.

#### **Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

#### **Procedure**

---

- Step 1** Select **Voice > System**.
- Step 2** Under **System Configuration** in the **Phone-UI-User-Mode** field, choose **Yes**.
- Step 3** Click **Submit All Changes**.
- 

## **Access Administrative Options by Login**

#### **Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

#### **Procedure**

---

If prompted, enter the **Admin Password**.

---

## **Access Administrative Options by IP Address**

#### **Procedure**

---

Enter the IP address of the Cisco IP Phone in a web browser and include the **admin/** extension.

For example: `http://10.64.84.147/admin/`

---



## PART **III**

# Hardware and Accessory Installation

- [Cisco IP Phone Accessories](#), on page 87
- [Wall Mounts](#), on page 91





## CHAPTER 6

# Cisco IP Phone Accessories

- [Supported Accessories, on page 87](#)
- [External Speakers and Microphone, on page 87](#)
- [Connect the Footstand, on page 88](#)
- [Headsets, on page 88](#)

## Supported Accessories

The Cisco IP Phone 7800 Series supports both Cisco and third-party accessories.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

*Table 13: Accessory Support for the Cisco IP Phone 7800 Series*

| Accessory                      | Type            | Cisco IP Phone 7811 | Cisco IP Phone 7821 | Cisco IP Phone 7841 | Cisco IP Phone 7861 |
|--------------------------------|-----------------|---------------------|---------------------|---------------------|---------------------|
| <b>Third-Party Accessories</b> |                 |                     |                     |                     |                     |
| Headsets                       | Analog          | -                   | X                   | X                   | X                   |
|                                | Analog Wideband | -                   | X                   | X                   | X                   |
| Microphone                     | External        | -                   | -                   | -                   | -                   |
| Speakers                       | External        | -                   | -                   | -                   | -                   |
| Wall Mount                     | External        | X                   | X                   | X                   | X                   |

## External Speakers and Microphone

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



---

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

---

## Connect the Footstand

If your phone is placed on a table or desk, connect the footstand to the back of the phone.

### Procedure

---

**Step 1** Insert the curved connectors into the lower slots.

**Step 2** Lift the footstand until the connectors snap into the upper slots.

You may need to exert more force than you expect to connect or disconnect the footstand.

**Step 3** Adjust the angle of the phone.

**Note** You cannot adjust the Cisco IP Phone 7811 footstand.

---

## Headsets

We perform internal testing of third-party headsets for use with Cisco IP Phones. But we do not certify or support products from headset or handset vendors.



---

**Note** The Cisco IP Phone 7811 does not support a headset.

---

Headsets connect to your Cisco IP Phone 7800 Series using the headset port or the auxiliary (AUX) port. The Cisco IP Phone 7811 does not have an AUX port. Depending upon your headset model, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

Headset sidetone is the feedback you hear through a headset when you speak.

After you apply a new sidetone setting, wait one minute and then reboot the phone for the setting to be stored in flash.

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

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



---

**Note** Sometimes, use of a local power cube or power injector may reduce or eliminate hum.

---

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

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

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

## Audio Quality

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

For additional information, see [https://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html)

## Analog Headsets

Analog headsets are supported on the Cisco IP Phone 7821, 7841, and 7861. The Cisco IP Phone 7821, 7841, and 7861 can detect when an analog headset is plugged in.








## CHAPTER 7

# Wall Mounts

- [Wall Mount Kits, on page 91](#)
- [Non-Lockable Wall Mount Components for 7811, on page 91](#)
- [Non-Lockable Wall Mount Components, on page 99](#)
- [Non-Lockable Wall Mount Components for 7861, on page 107](#)
- [Adjust the Handset Rest, on page 115](#)

## Wall Mount Kits

Each wall mount is unique to your phone model and cannot be used for another phone. If you are planning to attach your phone to a wall, purchase the wall mount kit specific to your phone. For additional information, refer to the phone model data sheet.

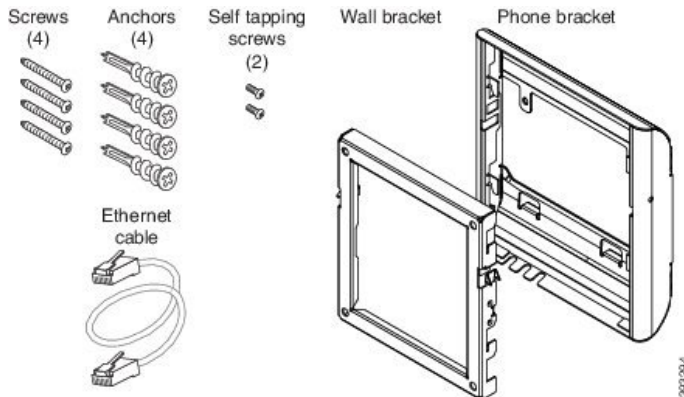
To check which phone model you have, press **Applications**  and select **Phone information**. The **Model number** field shows your phone model.

**Table 14: Wall Mount Kits**

| Cisco IP Phone               | Cisco Wall Mount Kit                               |
|------------------------------|----------------------------------------------------|
| Cisco IP Phone 7811          | Spare Wallmount Kit for Cisco IP Phone 7811        |
| Cisco IP Phone 7821 and 7841 | Spare Wallmount Kit for Cisco IP Phone 7800 Series |
| Cisco IP Phone 7861          | Spare Wallmount Kit for Cisco IP Phone 7861        |

## Non-Lockable Wall Mount Components for 7811

The following figure shows the components of the Cisco IP Phone 7811 Wall Mount Kit.

**Figure 2: Wall Mount Kit Components for 7811**

The package includes these items:

- One phone bracket
- One wall bracket
- Four M4 x 25-mm Phillips-head screws with four anchors
- Two M3 x 7-mm Self-tapping screws
- One 200-mm Ethernet cable

This section describes how to install and remove the ADA nonlockable wall mount kit.

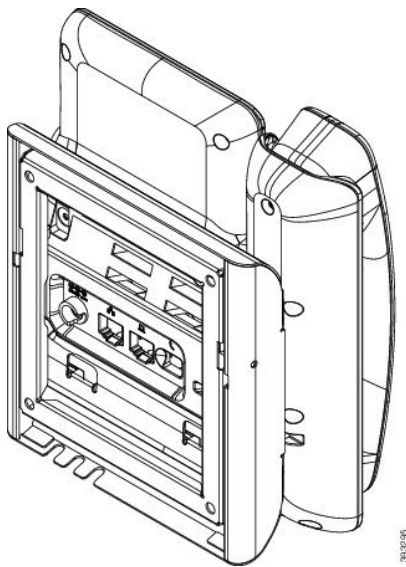
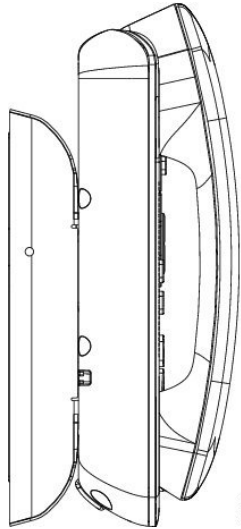
**Figure 3: Back View of ADA Non-Lockable Wall Mount Kit Installed on Phone**

Figure 4: Side View of ADA Non-Lockable Wall Mount Kit Installed on Phone



## Install the Non-Lockable Wall Mount Kit for 7811

The wall mount kit can be mounted on most surfaces, including concrete, brick, and similar hard surfaces. To mount the kit on concrete, brick, or similar hard surfaces, you must provide the appropriate screws and anchors for your wall surface.

### Before you begin

You need these tools to install the bracket:

- #1 and #2 Phillips-head screwdrivers
- Level
- Pencil

You must also install an Ethernet jack for the phone in the desired location if an Ethernet jack does not currently exist. This jack must be wired appropriately for an Ethernet connection. You cannot use a regular phone jack.

### Procedure

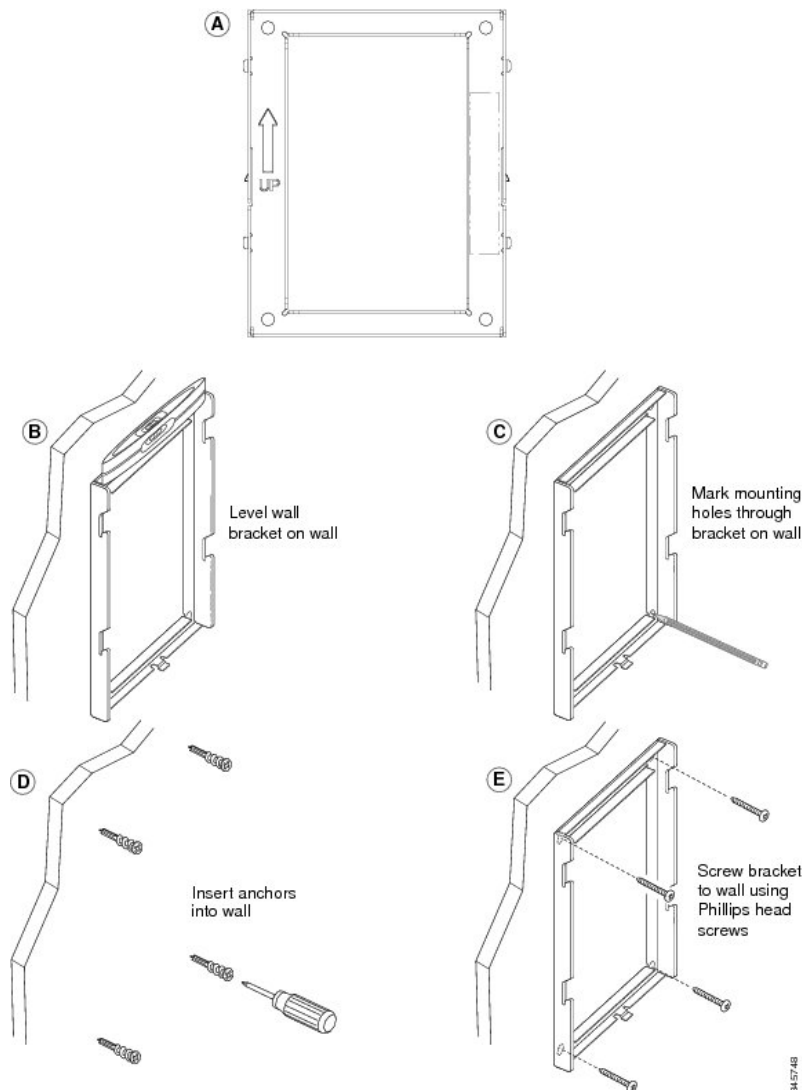
#### Step 1

Mount the wall bracket in the desired location. You can install the bracket over an Ethernet jack, or you can run the Ethernet network cable to a nearby jack.

**Note** If the jack is to be placed behind the phone, the Ethernet jack must be flush to the wall or recessed.

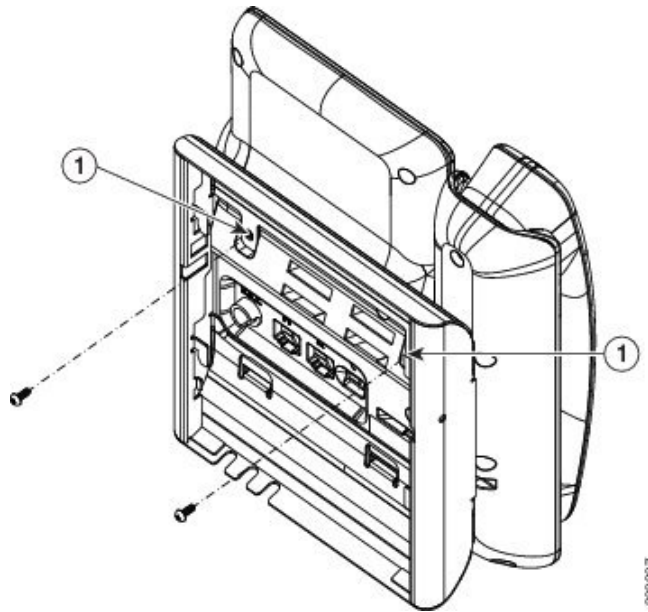
- a) Hold the bracket on the wall and place it so that the arrow on the back of the bracket points up.
- b) Use the level to ensure that the bracket is level and use a pencil to mark the screw holes.
- c) Using a #2 Phillips-head screwdriver, carefully center the anchor over the pencil mark and press the anchor into the wall.
- d) Screw the anchor clockwise into the wall until it is seated flush.
- e) Use the included screws and a #2 Phillips-head screwdriver to attach the bracket to the wall.

Figure 5: Bracket Installation

**Step 2**

Attach the phone bracket to the IP Phone.

- Detach the power cord and other attached cords from the base of the phone, except the handset cord (and headset cord, if there is a headset).
- Attach the phone bracket by inserting the tabs into the mounting tabs on the back of the phone. The phone ports should be accessible through the holes in the bracket.
- Reattach the cords and seat them in the clips that are incorporated into the phone body.

**Figure 6: Phone Bracket Attachment**

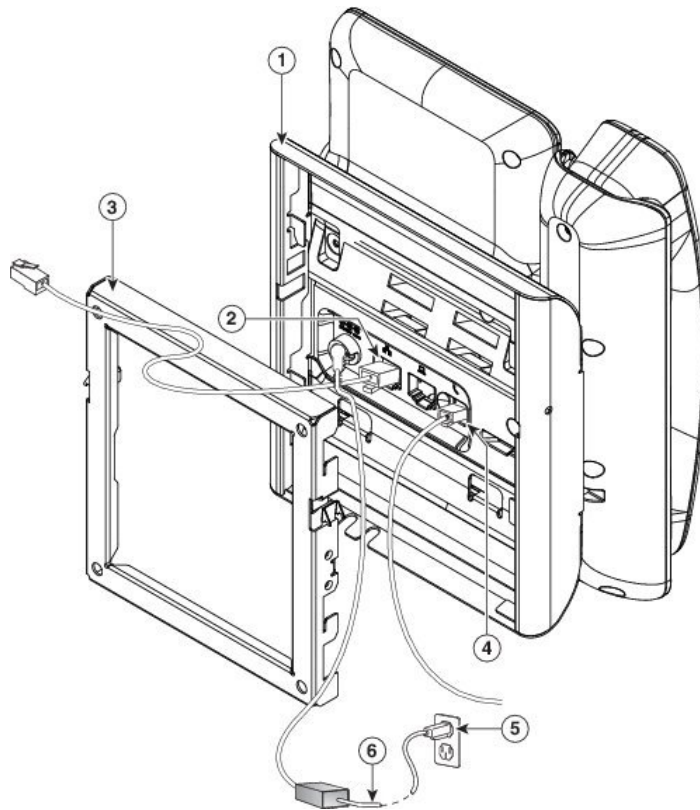
|   |             |
|---|-------------|
| 1 | Screw holes |
|---|-------------|

**Step 3**

Attach the cables to the phone:

- a) Attach the Ethernet cable to the 10/100/1000 SW network port and wall jack.
- b) (Optional) If you are connecting a network device (such as a computer) to the phone, attach the cable to the 10/100/1000 Computer (PC access) port.
- c) (Optional) If you use an external power supply, plug the power cord into the phone. Dress the cord by clipping it into the clips that are incorporated into the phone body next to the PC port.
- d) (Optional) If the cables terminate inside the wall bracket, connect the cables to the jacks.

Figure 7: Cable Attachment

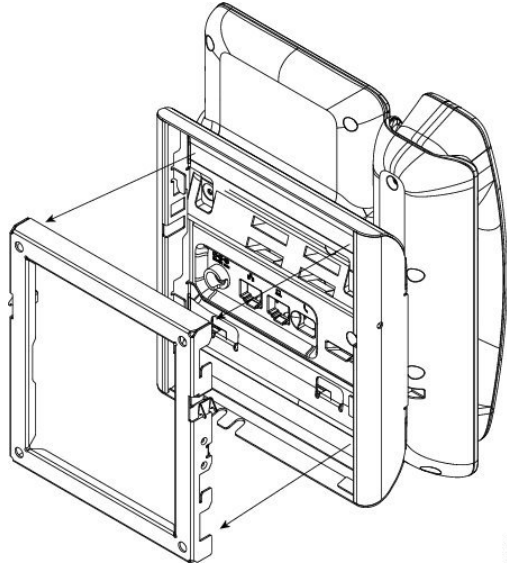


|   |               |   |                      |
|---|---------------|---|----------------------|
| 1 | Phone Bracket | 4 | Handset Port         |
| 2 | Network Port  | 5 | AC Adapter Port      |
| 3 | Wall Bracket  | 6 | Optional Power Cable |

**Step 4** Attach the phone to the wall bracket by inserting the tabs on the top of the wall bracket into the slots on the phone bracket.

For cables that terminate outside of the brackets, use the cable-access openings in the bottom of the bracket to position the power cord and any other cable that does not terminate in the wall behind the bracket. The phone and wall bracket openings together form circular openings with room for one cable per opening.

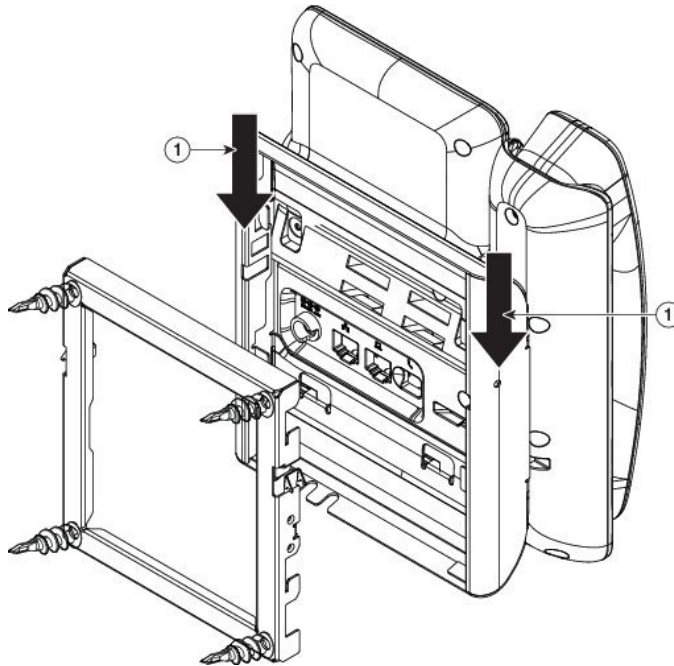
**Figure 8: Phone to Wall Bracket Attachment**



- Step 5** Press the phone firmly into the wall bracket and slide the phone down. The tabs in the bracket click into position.
- Step 6** Proceed to [Adjust the Handset Rest, on page 115](#).
- 

## Remove the Phone from the Non-Lockable Wall Mount for 7811

The wall mounting plate contains two tabs to lock the plate into the phone bracket. The following figure shows the location and shape of the tabs.

*Figure 9: Tab Location*

To remove the phone and mounting plate from the wall bracket, you must disengage these tabs.

**Before you begin**

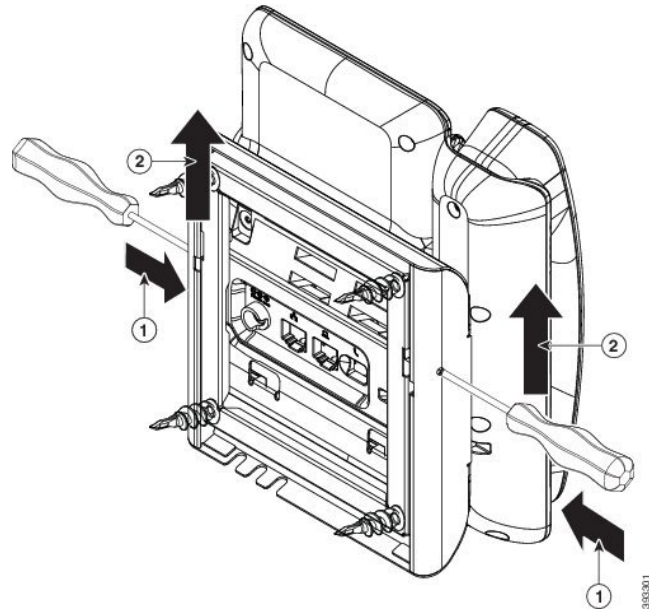
You require two screwdrivers or metal rods.

**Procedure**

- 
- Step 1** Push the screwdrivers into the left and right holes in the phone mounting plate approximately 1 in. (2.5 cm).
- Step 2** Lift the screwdriver handles up to push down on the tabs.



Figure 10: Disengage Tabs

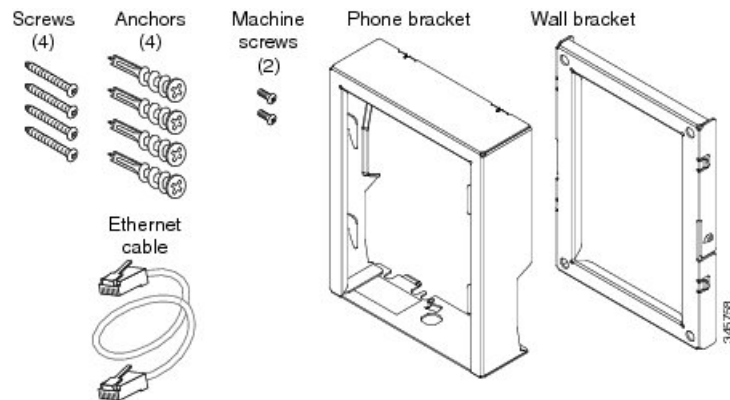


- Step 3** Press firmly to disengage the tabs and move the phone up at the same time to release the phone from the wall bracket.

## Non-Lockable Wall Mount Components

The following figure shows the components of the Cisco IP Phone 7800 Series Wall Mount Kit.

Figure 11: Wall Mount Kit Components



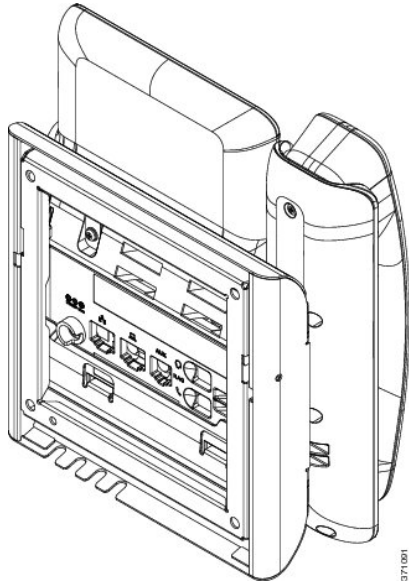
The package includes these items:

- One phone bracket
- One wall bracket
- Four M8-18 x 1.25-inch Phillips-head screws with four anchors

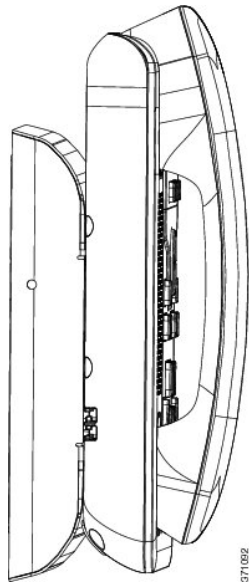
- Two M2.5 x 6-mm machine screws
- One 6-inch Ethernet cable

This section describes how to install and remove the ADA nonlockable wall mount kit.

**Figure 12: Back View of ADA Non-Lockable Wall Mount Kit Installed on Phone**



**Figure 13: Side View of ADA Non-Lockable Wall Mount Kit Installed on Phone**



## Install the Non-Lockable Wall Mount Kit

The wall mount kit can be mounted on most surfaces, including concrete, brick, and similar hard surfaces. To mount the kit on concrete, brick, or similar hard surfaces, you must provide the appropriate screws and anchors for your wall surface.

### Before you begin

You need these tools to install the bracket:

- #1 and #2 Phillips-head screwdrivers
- Level
- Pencil

You must also install an Ethernet jack for the phone in the desired location if an Ethernet jack does not currently exist. This jack must be wired appropriately for an Ethernet connection. You cannot use a regular phone jack.

### Procedure

---

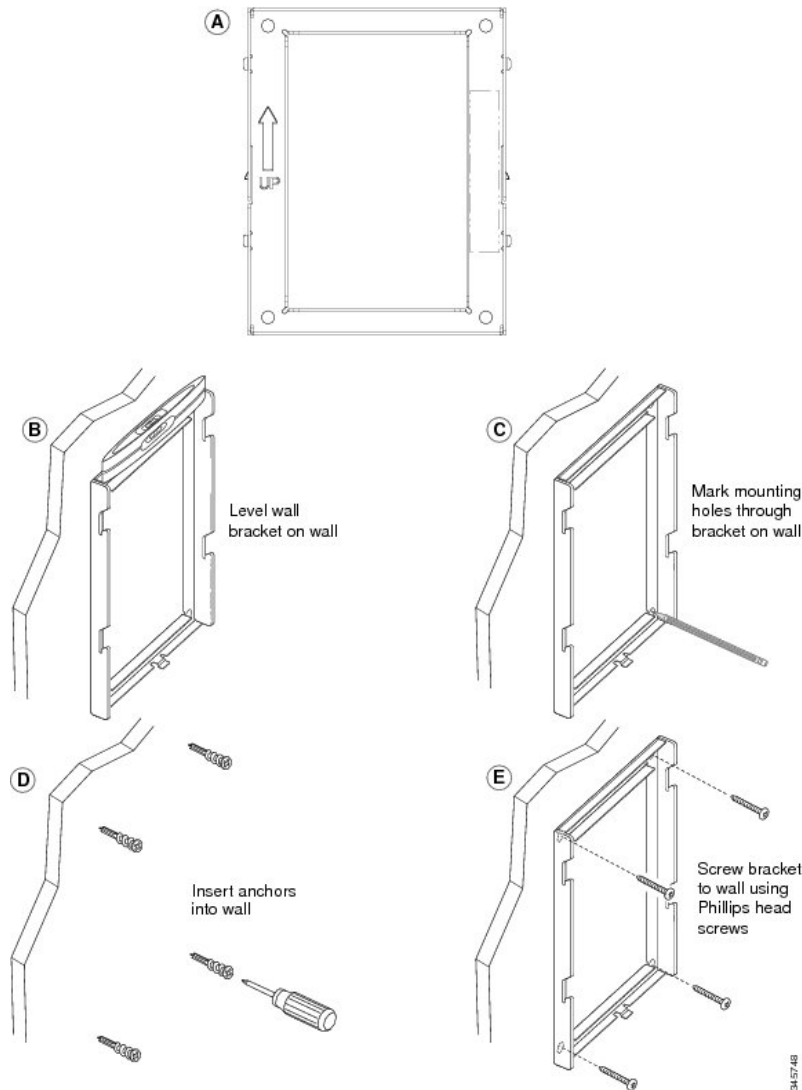
#### Step 1

Mount the wall bracket in the desired location. You can install the bracket over an Ethernet jack, or you can run the Ethernet network cable to a nearby jack.

**Note** If the jack is to be placed behind the phone, the Ethernet jack must be flush to the wall or recessed.

- a) Hold the bracket on the wall and place it so that the arrow on the back of the bracket points up.
- b) Use the level to ensure that the bracket is level and use a pencil to mark the screw holes.
- c) Using a #2 Phillips-head screwdriver, carefully center the anchor over the pencil mark and press the anchor into the wall.
- d) Screw the anchor clockwise into the wall until it is seated flush.
- e) Use the included screws and a #2 Phillips-head screwdriver to attach the bracket to the wall.

Figure 14: Bracket Installation

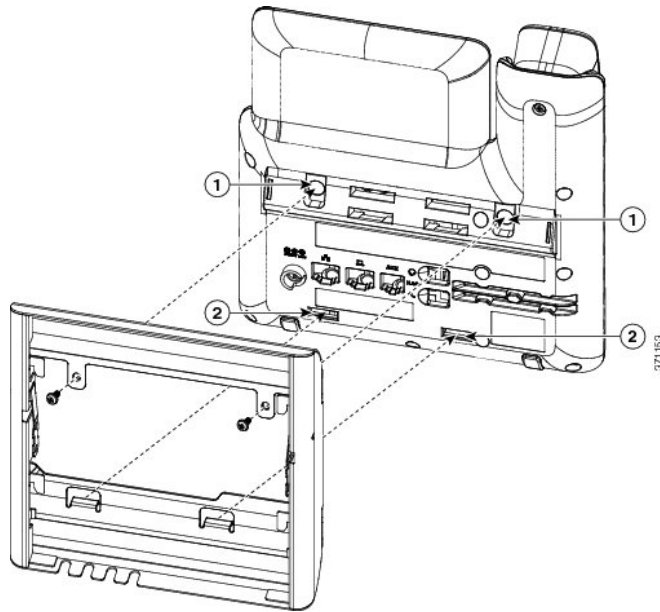
**Step 2** Attach the phone bracket to the IP Phone.

- Detach the power cord and other attached cords from the base of the phone, except the handset cord (and headset cord, if there is a headset).
- Remove the label covers that conceal the screw holes.

**Note** Cisco IP Phone 7811 does not have label covers.

- Attach the phone bracket by inserting the tabs into the mounting tabs on the back of the phone. The phone ports should be accessible through the holes in the bracket.
- Reattach the cords and seat them in the clips that are incorporated into the phone body.

Figure 15: Phone Bracket Attachment



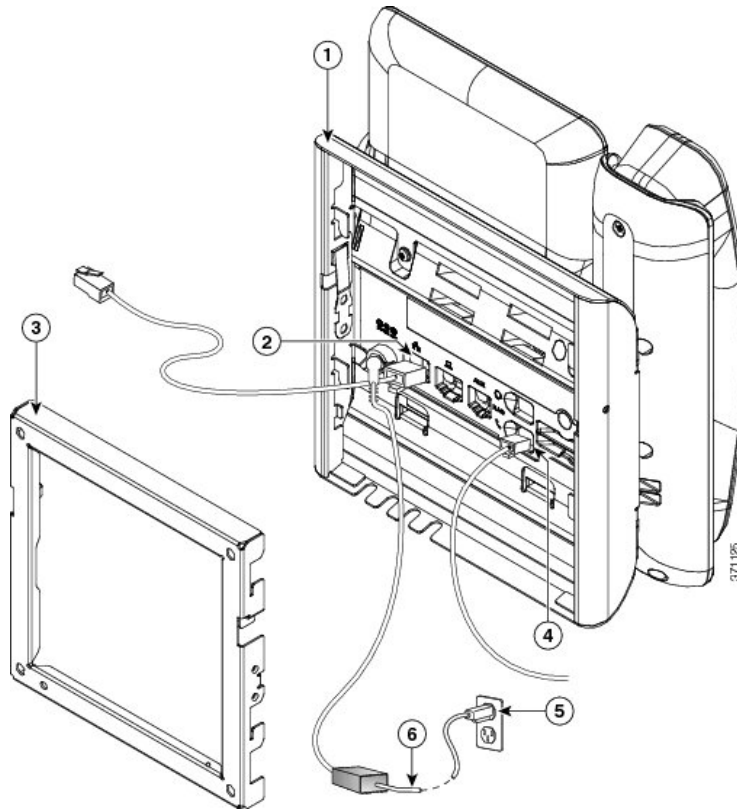
|   |             |   |                         |
|---|-------------|---|-------------------------|
| 1 | Screw holes | 2 | Slots for mounting tabs |
|---|-------------|---|-------------------------|

**Step 3**

Attach the cables to the phone:

- a) Attach the Ethernet cable to the 10/100/1000 SW network port and wall jack.
- b) (Optional) If you are connecting a network device (such as a computer) to the phone, attach the cable to the 10/100/1000 Computer (PC access) port.
- c) (Optional) If you use an external power supply, plug the power cord into the phone. Dress the cord by clipping it into the clips that are incorporated into the phone body next to the PC port.
- d) (Optional) If the cables terminate inside the wall bracket, connect the cables to the jacks.

Figure 16: Cable Attachment

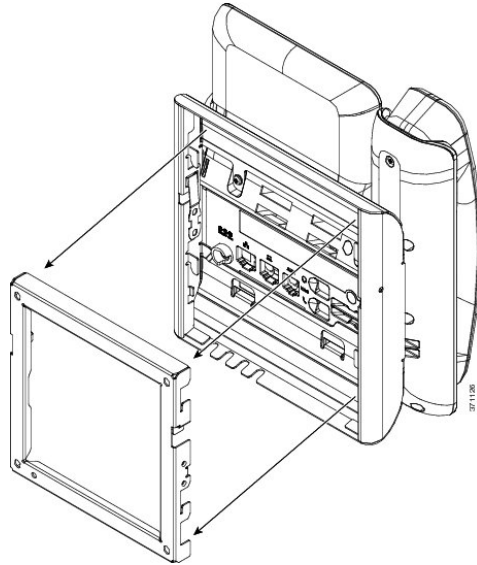


|   |               |   |                      |
|---|---------------|---|----------------------|
| 1 | Phone Bracket | 4 | Handset Port         |
| 2 | Network Port  | 5 | AC Adapter Port      |
| 3 | Wall Bracket  | 6 | Optional Power Cable |

**Step 4** Attach the phone to the wall bracket by inserting the tabs on the top of the wall bracket into the slots on the phone bracket.

For cables that terminate outside of the brackets, use the cable-access openings in the bottom of the bracket to position the power cord and any other cable that does not terminate in the wall behind the bracket. The phone and wall bracket openings together form circular openings with room for one cable per opening.

*Figure 17: Phone to Wall Bracket Attachment*

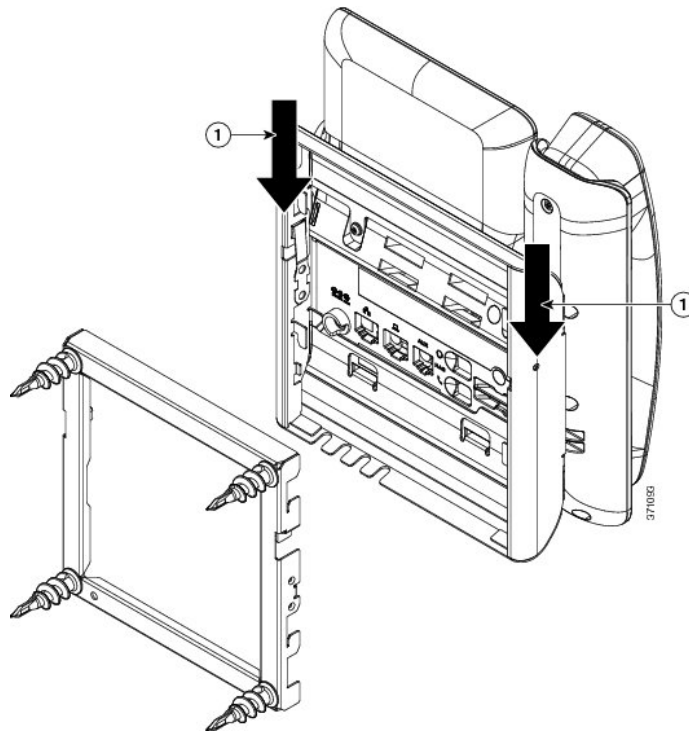


- Step 5** Press the phone firmly into the wall bracket and slide the phone down. The tabs in the bracket click into position.
- Step 6** Proceed to [Adjust the Handset Rest](#), on page 115.
- 

## Remove the Phone from the Non-Lockable Wall Mount

The phone mounting plate contains two tabs to lock the plate into the wall bracket. The following figure shows the location and shape of the tabs.

Figure 18: Tab Location



To remove the phone and mounting plate from the wall bracket, you must disengage these tabs.

### Before you begin

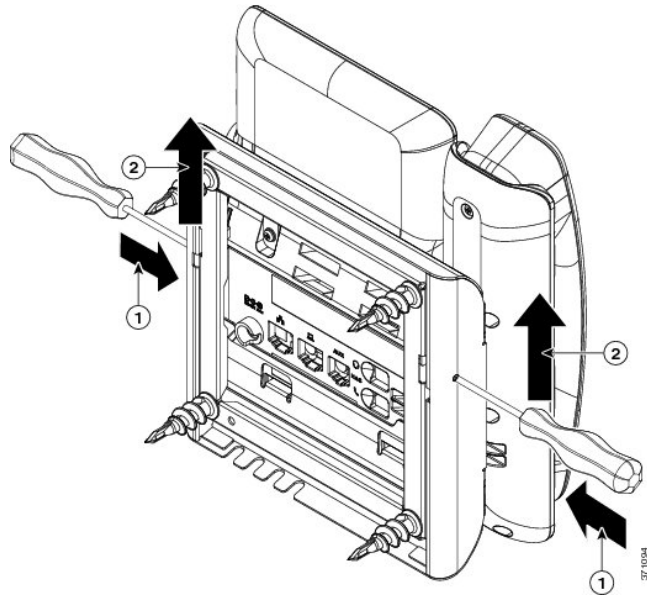
You require two screwdrivers or metal rods.

### Procedure

- 
- Step 1** Push the screwdrivers into the left and right holes in the phone mounting plate approximately 1 in. (2.5 cm).
- Step 2** Lift the screwdriver handles up to push down on the tabs.



Figure 19: Disengage Tabs

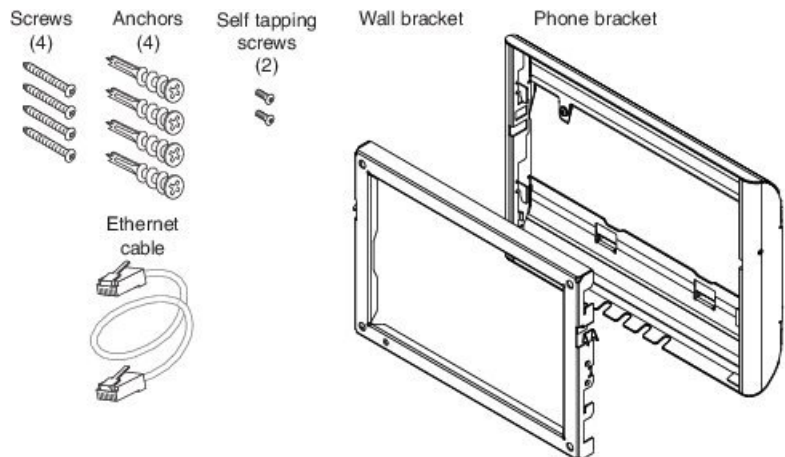


- Step 3** Press firmly to disengage the tabs and move the phone up at the same time to release the phone from the wall bracket.

## Non-Lockable Wall Mount Components for 7861

The following figure shows the components of the Cisco IP Phone 7861 Wall Mount Kit.

Figure 20: Wall Mount Kit Components for 7861



The package includes these items:

- One phone bracket
- One wall bracket

- Four M4 x 25-mm Phillips-head screws with four anchors
- Two M3 x 7-mm Self-tapping screws
- One 200-mm Ethernet cable

This section describes how to install and remove the ADA nonlockable wall mount kit.

**Figure 21: Back View of ADA Non-Lockable Wall Mount Kit Installed on Phone**

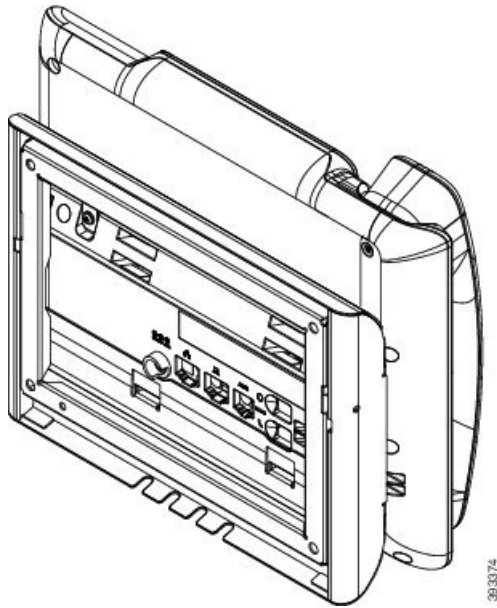
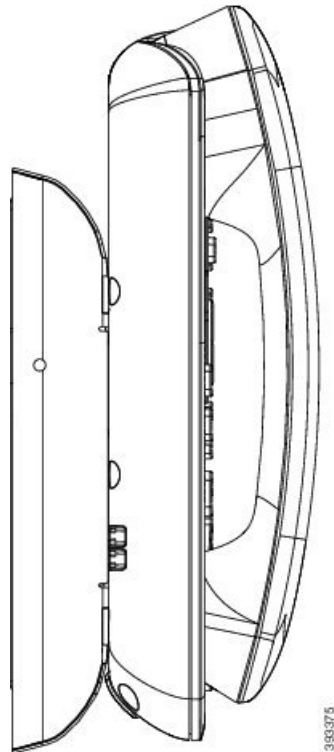


Figure 22: Side View of ADA Non-Lockable Wall Mount Kit Installed on Phone



## Install the Non-Lockable Wall Mount Kit for 7861

The wall mount kit can be mounted on most surfaces, including concrete, brick, and similar hard surfaces. To mount the kit on concrete, brick, or similar hard surfaces, you must provide the appropriate screws and anchors for your wall surface.

### Before you begin

You need these tools to install the bracket:

- #1 and #2 Phillips-head screwdrivers
- Level
- Pencil

You must also install an Ethernet jack for the phone in the desired location if an Ethernet jack does not currently exist. This jack must be wired appropriately for an Ethernet connection. You cannot use a regular phone jack.

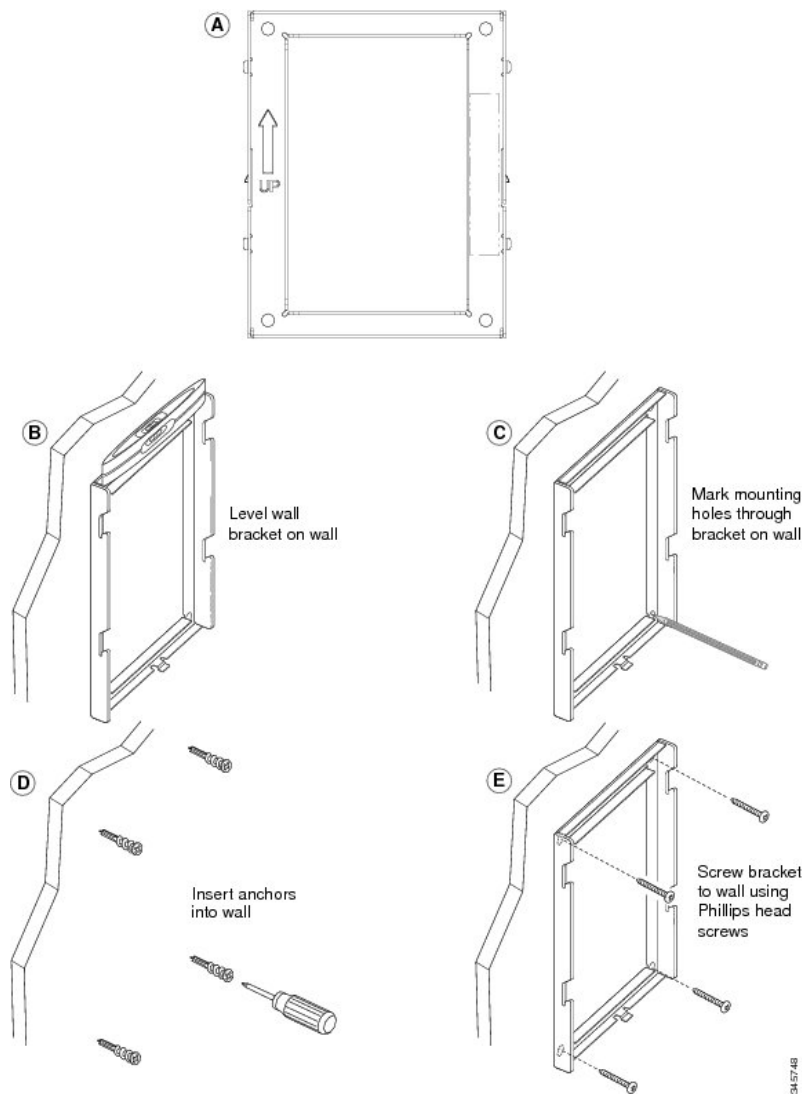
### Procedure

- 
- Step 1** Mount the wall bracket in the desired location. You can install the bracket over an Ethernet jack, or you can run the Ethernet network cable to a nearby jack.

**Note** If the jack is to be placed behind the phone, the Ethernet jack must be flush to the wall or recessed.

- Hold the bracket on the wall and place it so that the arrow on the back of the bracket points up.
- Use the level to ensure that the bracket is level and use a pencil to mark the screw holes.
- Using a #2 Phillips-head screwdriver, carefully center the anchor over the pencil mark and press the anchor into the wall.
- Screw the anchor clockwise into the wall until it is seated flush.
- Use the included screws and a #2 Phillips-head screwdriver to attach the bracket to the wall.

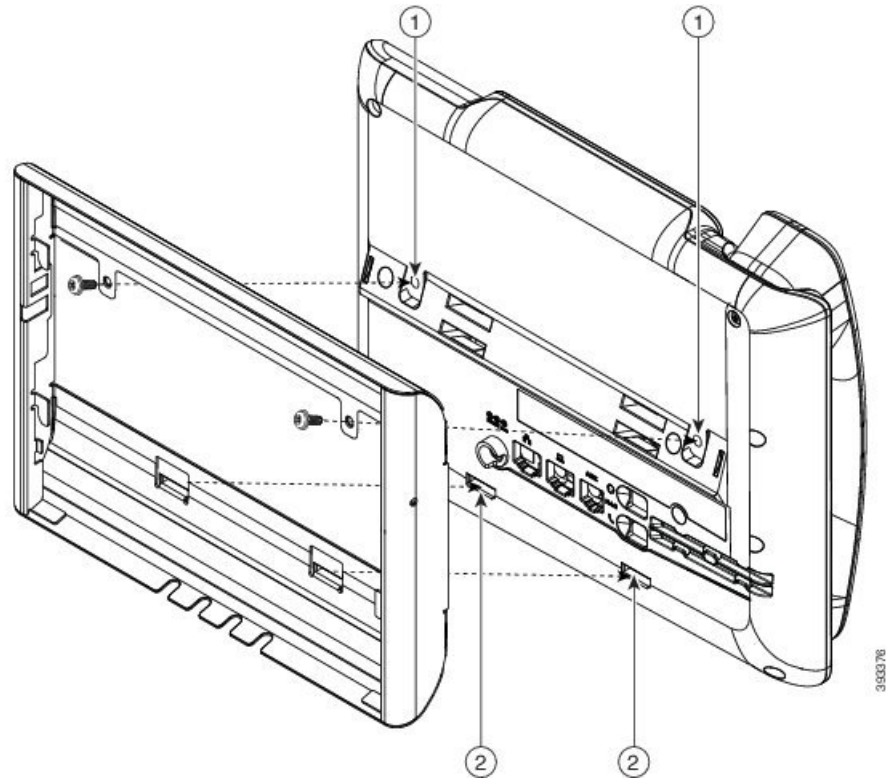
**Figure 23: Bracket Installation**



**Step 2** Attach the phone bracket to the IP Phone.

- Detach the power cord and other attached cords from the base of the phone, except the handset cord (and headset cord, if there is a headset).
- Attach the phone bracket by inserting the tabs into the mounting tabs on the back of the phone. The phone ports should be accessible through the holes in the bracket.
- Reattach the cords and seat them in the clips that are incorporated into the phone body.

Figure 24: Phone Bracket Attachment



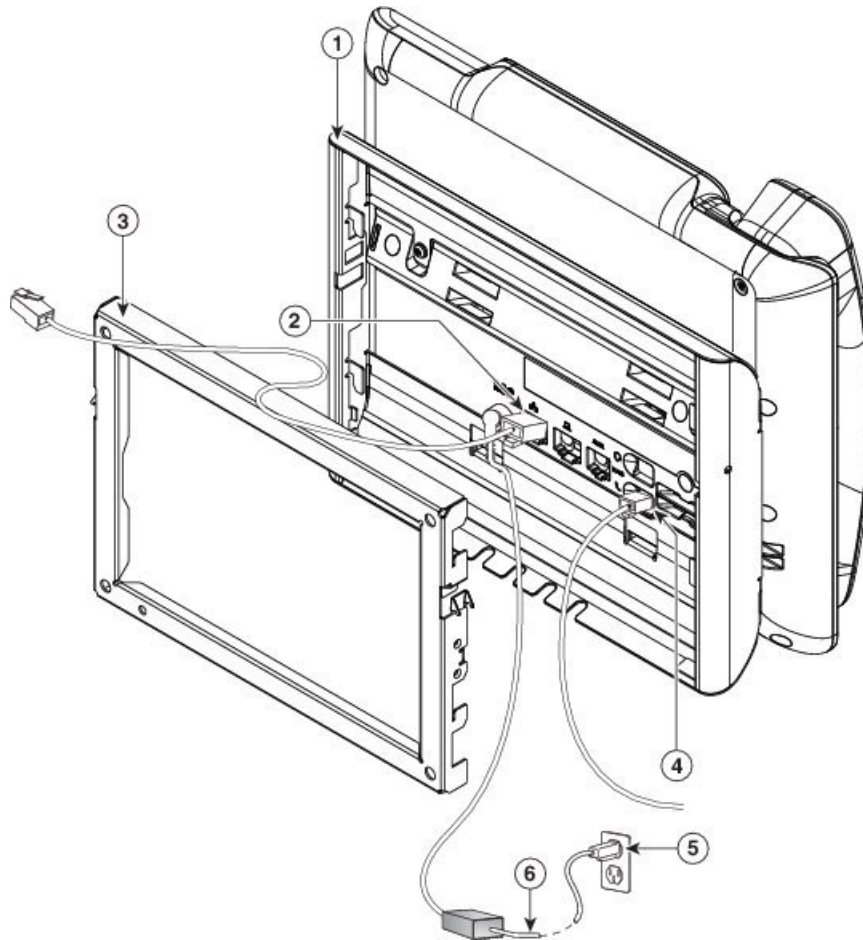
|   |                        |
|---|------------------------|
| 1 | Screw holes            |
| 2 | Slot for Mounting Tabs |

**Step 3**

Attach the cables to the phone:

- Attach the Ethernet cable to the 10/100/1000 SW network port and wall jack.
- (Optional) If you are connecting a network device (such as a computer) to the phone, attach the cable to the 10/100/1000 Computer (PC access) port.
- (Optional) If you use an external power supply, plug the power cord into the phone. Dress the cord by clipping it into the clips that are incorporated into the phone body next to the PC port.
- (Optional) If the cables terminate inside the wall bracket, connect the cables to the jacks.

Figure 25: Cable Attachment



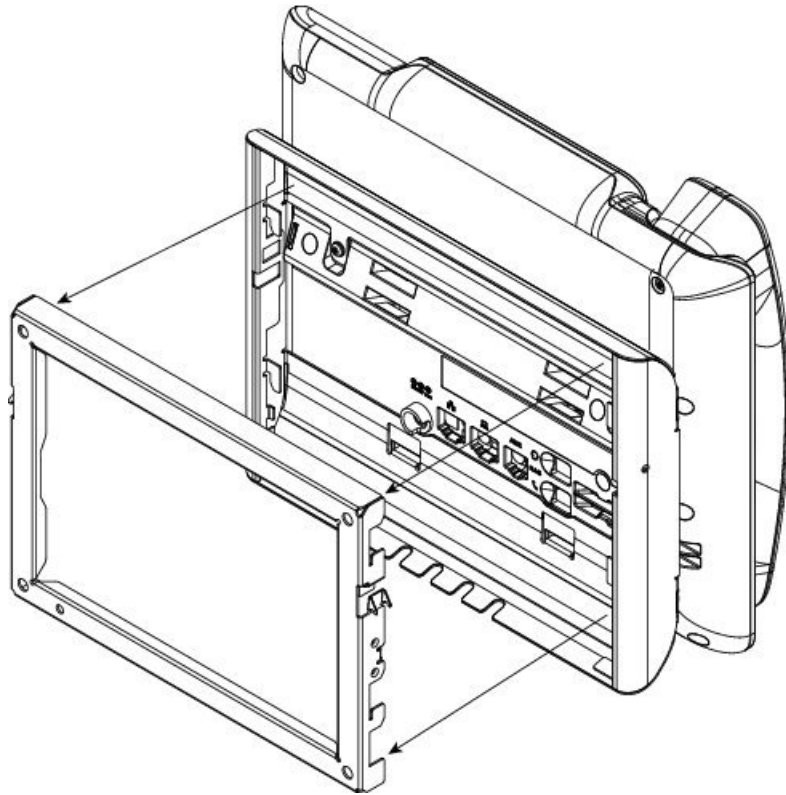
393377

|   |               |   |                      |
|---|---------------|---|----------------------|
| 1 | Phone Bracket | 4 | Handset Port         |
| 2 | Network Port  | 5 | AC Adapter Port      |
| 3 | Wall Bracket  | 6 | Optional Power Cable |

**Step 4** Attach the phone to the wall bracket by inserting the tabs on the top of the wall bracket into the slots on the phone bracket.

For cables that terminate outside of the brackets, use the cable-access openings in the bottom of the bracket to position the power cord and any other cable that does not terminate in the wall behind the bracket. The phone and wall bracket openings together form circular openings with room for one cable per opening.

Figure 26: Phone to Wall Bracket Attachment

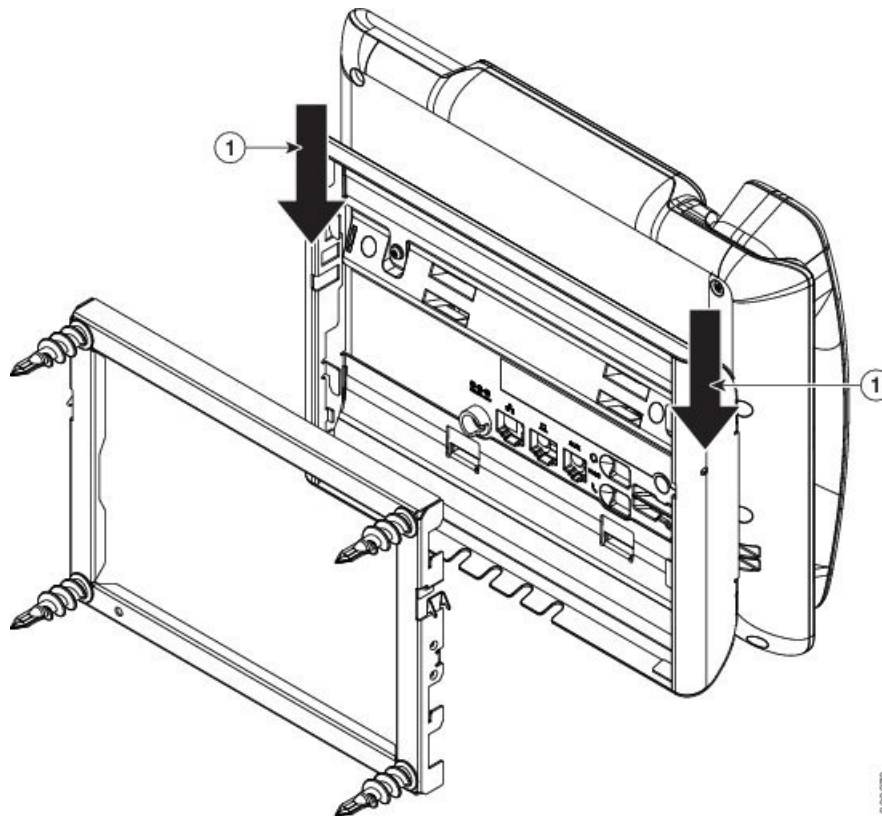


- Step 5** Press the phone firmly into the wall bracket and slide the phone down. The tabs in the bracket click into position.
- Step 6** Proceed to [Adjust the Handset Rest](#), on page 115.

## Remove the Phone from the Non-Lockable Wall Mount

The wall mounting plate contains two tabs to lock the plate into the phone bracket. The following figure shows the location and shape of the tabs.

Figure 27: Tab Location



To remove the phone and mounting plate from the wall bracket, you must disengage these tabs.

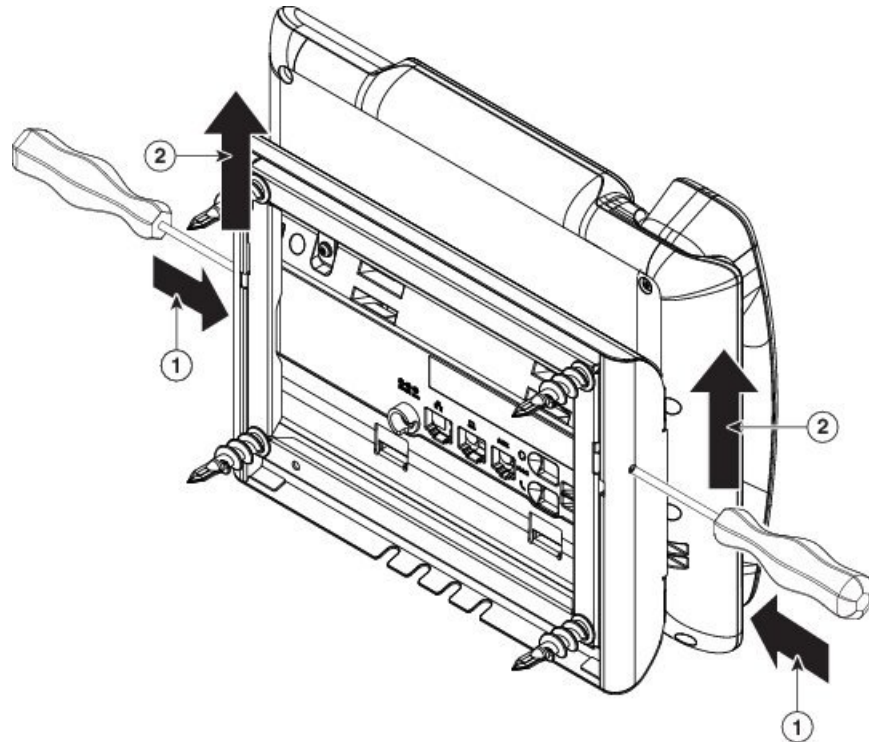
### Before you begin

You require two screwdrivers or metal rods.

### Procedure

- 
- Step 1** Push the screwdrivers into the left and right holes in the phone mounting plate approximately 1 in. (2.5 cm).
- Step 2** Lift the screwdriver handles up to push down on the tabs.



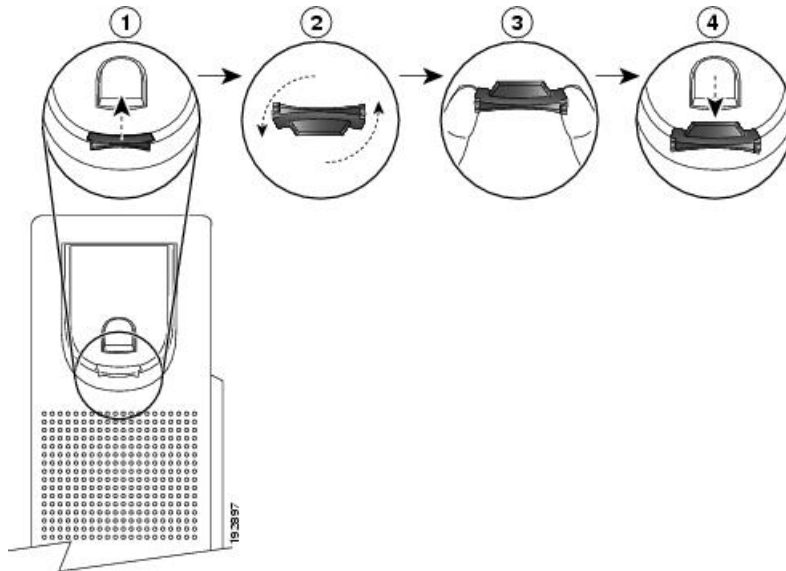
*Figure 28: Disengage Tabs*

- Step 3** Press firmly to disengage the tabs and move the phone up at the same time to release the phone from the wall bracket.

## 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.

Figure 29: Adjust the Handset Rest



### 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.
-



## PART **IV**

# Cisco IP Phone Administration

- [Cisco IP Phone Security, on page 119](#)
- [Cisco IP Phone Customization, on page 125](#)
- [Phone Features and Setup, on page 149](#)
- [Corporate and Personal Directory Setup, on page 199](#)





## CHAPTER 8

# Cisco IP Phone Security

---

- [Security Features](#), on page 119
- [Phones Supported in this Document](#), on page 123
- [Cisco Product Security Overview](#), on page 123

## Security Features

Security features ensure that calls are secure and authenticated.

## Domain and Internet Setting

### Configure Restricted Access Domains

If you enter domains, the Cisco IP Phone responds only to SIP messages only from the identified servers.

#### Before you begin

Access the phone administration web page. See [Access the Phone Web Page](#), on page 80.

#### Procedure

---

- Step 1** Select **Voice > System**.
- Step 2** In the **System Configuration** section, in the **Restricted Access Domains** field, enter fully qualified domain names (FQDNs) for each SIP server that you want the phone to respond to. Separate FQDNs with commas.
- Example:**
- ```
voiceip.com, voiceip1.com
```
- Step 3** Click **Submit All Changes**.
- 

### Configure the Internet Connection Type

You can set the connection type to one of the following:

- **Dynamic Host Configuration Protocol (DHCP)**—Enables the phone to receive an IP address from the network DHCP server. The Cisco IP phone typically operates in a network where a DHCP server assigns IP addresses to devices. Because IP addresses are a limited resource, the DHCP server periodically renews the device lease on the IP address. If a phone loses the IP address for any reason, or if some other device on the network is assigned the same IP address, the communication between the SIP proxy and the phone is either severed or degraded. Whenever an expected SIP response is not received within a programmable amount of time after the corresponding SIP command is sent, the DHCP Timeout on Renewal parameter causes the device to request a renewal of its IP address. If the DHCP server returns the IP address that it originally assigned to the phone, the DHCP assignment is presumed to be operating correctly. Otherwise, the phone resets to try to fix the issue.
- **Static IP**—A static IP address for the phone.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > System**.
- Step 2** In the **IPv4 Settings** section, use the **Connection Type** drop-down list box to choose the connection type:
- Dynamic Host Configuration Protocol (DHCP)
  - Static IP
- Step 3** In the **IPv6 Settings** section, use the **Connection Type** drop-down list box to choose the connection type:
- Dynamic Host Configuration Protocol (DHCP)
  - Static IP
- Step 4** If you choose Static IP, configure these settings in the **Static IP Settings** section:
- **Static IP**—Static IP address of the phone
  - **NetMask**—Netmask of the phone
  - **Gateway**—Gateway IP address
- Step 5** Click **Submit All Changes**.
- 

## DHCP Option Support

The following table lists the DHCP options that are supported on the Cisco IP Phone.

Network Standard	Description
DHCP option 1	Subnet mask
DHCP option 2	Time offset

Network Standard	Description
DHCP option 3	Router
DHCP option 6	Domain name server
DHCP option 15	Domain name
DHCP option 41	IP address lease time
DHCP option 42	NTP server
DHCP option 43	Vendor-specific information Can be used for TR.69 Auto Configurations Server (ACS) discovery.
DHCP option 56	NTP server NTP server configuration with IPv6
DHCP option 60	Vendor class identifier
DHCP option 66	TFTP server name
DHCP option 125	Vendor-identifying vendor-specific information Can be used for TR.69 Auto Configurations Server (ACS) discovery.
DHCP option 150	TFTP server
DHCP option 159	Provisioning server IP
DHCP option 160	Provisioning URL

## Configure the Challenge for the SIP INVITE Messages

The phone can challenge the SIP INVITE (initial) message in a session. The challenge restricts the SIP servers that are permitted to interact with the devices on a service provider network. This practice significantly increases the security of the VoIP network through prevention of malicious attacks against the device.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Ext(n)**, where n is an extension number.
  - Step 2** In the **SIP Settings** section, choose **Yes** from the **Auth INVITE** drop-down list box.
  - Step 3** Click **Submit All Changes**.
-

## Transport Layer Security

Transport Layer Security (TLS) is a standard protocol for securing and authenticating communications over the Internet. SIP over TLS encrypts the SIP messages between the service provider SIP proxy and the end user. SIP over TLS encrypts only the signaling messages, not the media.

TLS has two layers:

- TLS Record Protocol—Layered on a reliable transport protocol, such as SIP or TCH, this layer ensures that the connection is private through use of symmetric data encryption and it ensures that the connection is reliable.
- TLS Handshake Protocol—Authenticates the server and client, and negotiates the encryption algorithm and cryptographic keys before the application protocol transmits or receives data.

The Cisco IP Phone uses UDP as the standard for SIP transport, but the phone also supports SIP over TLS for added security.

## Configure SIP Over TLS Signaling Encryption

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Ext(n)**, where n is an extension number.
- Step 2** In the **SIP Settings** section, select **TLS** from the **SIP Transport** drop-down list box.
- Step 3** Click **Submit All Changes**.
- 

## Configure LDAP over TLS

You can configure LDAP over TLS (LDAPS) to enable secure data transmission between the server and a specific phone.



### Attention

Cisco recommends leaving the authentication method to the default value of **None**. Next to the server field is an authentication field that uses the values **None**, **Simple**, or **DIGEST-MD5**. There is no **TLS** value for authentication. The software determines the authentication method from the ldaps protocol in the server string.

---

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).



## Procedure

---

**Step 1** Select **Voice > Phone**.

**Step 2** In the **LDAP** section, enter a server address in the **Server** field.

For example, enter `ldaps://<ldaps_server>[:port]` .

where:

- `ldaps://` = The server string starts with `ldaps://` before you enter the IP address or domain name
- `ldaps_server` = IP address or domain name
- `port` = Port number. Default: 636

**Step 3** Click **Submit All Changes**.

---

## Phones Supported in this Document

This document supports these phones:

- Cisco IP Phone 7800 Series Multiplatform Phones:
  - Cisco IP Phone 7811 Multiplatform Phones
  - Cisco IP Phone 7821 Multiplatform Phones
  - Cisco IP Phone 7841 Multiplatform Phones
  - Cisco IP Phone 7851 Multiplatform Phones

In this document, the term *phone* or *Cisco IP Phone* refers to the above phones.

## 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>.





## CHAPTER 9

# Cisco IP Phone Customization

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- [Phone Information and Display Settings](#), on page 125
- [Call Features Configuration](#), on page 129
- [Set Up a Call Center Agent Phone](#), on page 134
- [Set Up a Phone for Presence](#), on page 135
- [Shared Lines](#), on page 135
- [Configure Voice Mail](#), on page 137
- [Assign a Ringtone to an Extension](#), on page 138
- [Add Distinctive Ringtone](#), on page 138
- [Configure the Audio Settings](#), on page 139
- [User Access Control](#), on page 140
- [Phone Web Server](#), on page 140
- [XML Services](#), on page 143

## Phone Information and Display Settings

The phone web user interface allows you to customize settings such as the phone name, background picture, logo, and screen saver.

### Configure the Phone Name

#### Before you begin

Access the phone administration web page. See [Access the Phone Web Page](#), on page 80.

#### Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** Under **General**, enter the phone name in the **Station Display Name** field.  
This name displays on the phone LCD in the top left corner.
- Step 3** Click **Submit All Changes**.
-

## Change Wallpaper from the Phone Page

Your administrator can allow you to change the default wallpaper on your phone to one of the wallpapers available.

### Procedure

---

**Step 1** On the phone web page, select **User Login > Voice > User**.

**Step 2** In the **Phone Background** field of the **Screen** section, select any of the options as a phone wallpaper.

- **Default:** Phone does not have any wallpaper. If no wallpaper is added to the phone screen, the phone screen displays monochrome wallpaper.
- **Logo:** In the phone web page you can select **Logo** as your phone background option. The logo that you add in the **Logo URL** is used as the wallpaper.

**Caution** Do not exceed a maximum length of 255 characters for the **Logo URL** or **Picture Download URL**.

The logo display area is the center of the phone screen. The logo display area size of the phone is 128x128 pixels. If original logo size does not fit display area, the logo scales to fit the display area.

**Step 3** Click **Submit All Changes**.

---

## Add a Logo as the Boot Display

If you want your user to see a logo icon when the phone restarts, enable this feature from the phone web page.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

**Step 1** Select **Voice > User**.

**Step 2** In the **Screen** section, select **Logo** from the **Boot Display** field. In the **Logo URL** field, enter a URL or path for the location where the logo image is saved.

You can also download a picture and add it as a boot display: select **Download Picture** from the **Boot Display** field. In the **Picture Download URL** field, enter a URL or path for the location where the picture is saved.

The logo must be a .jpg or a .png file. The phone has a fixed display area. So, if the original logo size doesn't fit into the display area, you need to scale it to fit the screen. For the Cisco IP Phone 7811, 7821, 7841 and 7861 the logo display area is at the mid-center of the phone screen. The display area size of the Cisco IP Phone 7811 is 48x48. The display area size of the Cisco IP Phone 7821, 7841, and 7861 is 64x64.

**Step 3** Click **Submit All Changes**.

---

## Adjust Backlight Timer from Configuration Utility

You can save energy by disabling the backlight on each phone at a preset time. The phone's desktop remains visible, even with the backlight off.

User can select **User Login > Advanced > Voice > User** and can adjust the backlight timer.

Backlights are not supported on the Cisco IP Phone 7811.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > User**.
  - Step 2** Under Screen, select a setting for the **Back Light Timer** parameter.
  - Step 3** In the **LCD Contrast** field, enter a number for the desired contrast.
- 

## Configure the Number of Call Appearances Per Line

Phones that support multiple call appearances on a line can be configured to specify the number of calls to allow on the line.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
  - Step 2** In the **Miscellaneous Line Key Settings** section, use the **Call Appearances Per Line** drop-down list box to specify the number of calls per line to allow.
  - Step 3** Click **Submit All Changes**.
- 

## Reverse Name Lookup for Incoming and Outgoing Calls

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

The reverse name lookup searches the phone's external directories. When a search succeeds, the name is placed in the call session and in the call history. For simultaneous, multiple phone calls, reverse name lookup

searches for a name to match the first call number. When the second call connects or is placed on hold, reverse name lookup searches for a name to match the second call.

Reverse name lookup is enabled by default.

Reverse name lookup searches the directories in the following order:

1. Phone contacts
2. Call History
3. LDAP Directory
4. XML Directory




---

**Note** The phone searches the XML directory using this format: `directory_url?n=incoming_call_number`.  
Example: For a multiplatform phone using a third-party service, the phone number (1234) search query has this format, `http://your-service.com/dir.xml?n=1234`.

---

## Enable and Disable Reverse Name Lookup

### Before you begin

- Configure one of these directories before you can enable or disable the reverse name lookup:
  - LDAP Corporate Directory
  - XML Directory
- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** In the **Supplementary Services** area, set the **Reverse Phone Lookup Serv** to:
- **Yes**—Enable the reverse name lookup feature.
  - **No**—Disable the reverse name lookup feature.
- Step 3** Click **Submit All Changes**.
- Step 4** Alternative method is to use the `config.xml` file to provision the reverse name lookup feature.
- ```
<Reverse_Phone_Lookup_Serv ua="na">Yes</Reverse_Phone_Lookup_Serv>
```
-

# Call Features Configuration

## Enable Call Transfer

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** Under **Supplementary Services**, choose **Yes** for each of the transfer services that you want to enable:
- **Attn Transfer Serv**—Attended call transfer service. The user answers the call before transferring it.
  - **Blind Transfer Serv**—Blind call transfer service. The user transfers the call without speaking to the caller.
- Step 3** To disable a transfer service, set the field to **No**.
- Step 4** Click **Submit All Changes**.
- 

## Call Forward

To enable call forwarding, you can enable the feature in two places: on the Voice tab and the User tab of the phone web page.

### Enable Call Forwarding on Voice Tab

Perform this task if you want to enable call forward for a user.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** Under **Supplementary Services**, choose **Yes** for each of the call forwarding services that you want to enable:
- **Cfwd All Serv**—Forwards all calls.
  - **Cfwd Busy Serv**—Forwards calls only if the line is busy.
  - **Cfwd No Ans Serv**—Forwards calls only if the line is not answered.

**Step 3** Click **Submit All Changes**.

---

**Related Topics**

[DND and Call Forwarding Status Sync](#), on page 196

[Enable Feature Key Sync](#), on page 197

[Enable Call Forwarding Status Sync via XSI Service](#), on page 197

## Enable Call Forwarding on User Tab

Perform the following task if you want to give a user the ability to modify the call forward settings from the Configuration Utility page.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page](#), on page 80.

**Procedure**

---

- Step 1** Select **Voice > User**.
- Step 2** Under **Call Forward**, choose **Yes** for CFWD Setting.
- Step 3** Click **Submit All Changes**.
- 

## Enable Conferencing

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page](#), on page 80.

**Procedure**

---

- Step 1** Select **Voice > Phone**.
- Step 2** Under **Supplementary Services**, choose **Yes** in the **Conference Serv** drop-down list box.
- Step 3** Click **Submit All Changes**.
- 

## Enable Remote Call Recording with SIP REC

You can enable call recording on a phone so that your user can record an active call. The recording mode configured on the server controls the display of the recording softkeys for each phone.





**Table 15: Recording Mode and Recording Softkeys**

| Recording Mode in Server            | Recording Softkeys Available on the Phone                                                                                                                                                                                           |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Always                              | No softkeys available.<br>Your user can't control recording from the phone. Recording starts automatically when a call is connected.                                                                                                |
| Always with Pause/Resume            | PauseRec<br>ResumeRec<br>When a call is connected, recording starts automatically and your user can control the recording.                                                                                                          |
| On Demand                           | Record<br>PauseRec<br>ResumeRec<br>When a call is connected, recording starts automatically but the recording is not saved until the user presses the <b>Record</b> softkey. Your user sees a message when recording state changes. |
| On Demand with User Initiated Start | Record<br>PauseRec<br>StopRec<br>ResumeRec<br>The recording only starts when your user presses the <b>Record</b> softkey. Your user sees a message when recording state changes.                                                    |

During a recording, your user sees different icons which depend on the recording state. The icons are displayed on the Calls screen and also on the line key on which the user is recording a call.

**Table 16: Recording Icons**

| Icon                                                                                | Meaning                |
|-------------------------------------------------------------------------------------|------------------------|
|  | Recording in progress. |
|  | Recording paused       |

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page](#), on page 80.

**Procedure**


---

**Step 1** Select **Voice > Phone**.

- Step 2** In the **Supplementary Services** section, click **Yes** or click **No** to enable or to disable call recording in the **Call Recording Serv** field.
- Step 3** (Optional) In the **Programmable Softkeys** section, to enable softkeys, add a string in this format in the **Connected Key List** and **Conferencing Key List** fields.
- ```
crdstart;crdstop;crdpause;crdresume
```
- Step 4** In the phone web page, click the **Ext(n)** tab that requires call recording.
- Step 5** In the **SIP Settings** section, in the **Call Recording Protocol**, select **SIPREC** as the call recording protocol. For details on the **SIP Settings** fields, see [SIP Settings, on page 280](#).
- Step 6** Click **Submit All Changes**.

## Enable Remote Call Recording with SIP INFO

You can enable call recording on a phone so that your user can record an active call.

During a recording, your user sees different icons which depend on the recording state. The icons are displayed on the Calls screen and also on the line key on which the user is recording a call.


Your user presses the following softkeys to control the phone recording:

- **Record**
- **StopRec**

The recording only starts when your user presses the **Record** softkey. Your user sees a message when recording state changes and the recording icon displays on the call screen.

Once a phone recording starts, the **StopRec** softkey can work. The recording stops when your user presses the **StopRec** softkey. Your user sees a message when the recording state changes.

*Table 17: Recording Icons*

Icon	Meaning
	Recording in progress.

### Before you begin

- You need to set up call recording on the call control system.
- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- Step 1** Select **Voice > Phone**.
- Step 2** In the **Supplementary Services** section, click **Yes** or click **No** to enable or to disable call recording in the **Call Recording Serv** field.

- Step 3** (Optional) In the **Programmable Softkeys** section, to enable softkeys, add a string in this format in the **Connected Key List** and **Conferencing Key List** fields.
- ```
crdstart;crdstop;crdpause;crdresume
```
- Step 4** In the phone web page, click the **Ext(n)** tab that requires call recording.
- Step 5** In the **SIP Settings** section, in the **Call Recording Protocol**, select **SIPINFO** as the call recording protocol. For details on **SIP Settings** fields, see [SIP Settings, on page 280](#).
- Step 6** Click **Submit All Changes**.
- 

## Configure Missed Call Indication with the Configuration Utility

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > User**.  
The user can select **User Login > Voice > User**.
- Step 2** Click **Submit All Changes**.
- 

## Enable Do Not Disturb

You can allow persons to turn the Do not disturb feature on or off. The caller receives a message that the person is unavailable. A person can press the **Ignore** softkey on the phone to divert an incoming call to another destination.

If the feature is enabled for the phone, users can turn the feature on or off with the DND softkey.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Choose **Voice > User**.
- Step 2** In the **Supplementary Services** area, select **Yes** in the **DND Setting** drop-down list.
- Step 3** Click **Submit All Changes**.
- 

When you select a line (multiline phone), a Do Not Disturb banner displays at the top of the phone screen.

### What to do next

Change another setting to ensure that multiline phones correctly display the Do not disturb (currently, a steady, green color) status for each selected or unselected line. See [DND and Call Forwarding Status Sync, on page 196](#).

Users can enable or turn off the DND feature for each phone line if you configure star codes for DND. See [Configure Star Codes for DND, on page 134](#).

### Related Topics

[DND and Call Forwarding Status Sync, on page 196](#)

[Enable Feature Key Sync, on page 197](#)

[Enable DND Status Sync via XSI Service, on page 198](#)

## Configure Star Codes for DND

You can configure star codes that a user dials to turn on or off the do not disturb (DND) feature on a phone.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Regional**.
  - Step 2** In the **Vertical Service Activation Codes** area, enter \*78 in the **DND Act Code** field.
  - Step 3** In the **Vertical Service Activation Codes** area, enter \*79 in the **DND Deact Code** field.
  - Step 4** Click **Submit All Changes**.
- 

## Set Up a Call Center Agent Phone

You can enable a phone with Automatic Call Distribution (ACD) features. This phone acts as a call center agent's phone and can be used to trace a customer call, to escalate any customer call to a supervisor in emergency, to categorize contact numbers using disposition codes, and to view customer call details.

### Before you begin

- Set up the phone as a call center phone on the BroadSoft server.
- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Ext(n)**.
- Step 2** In the **ACD Settings** section, set up the fields as described in [ACD Settings, on page 285](#).

**Step 3** Click **Submit All Changes**.

---

## Set Up a Phone for Presence

### Before you begin

- Set up the Broadsoft server for XMPP.
- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

**Step 1** Select **Voice > Phone**.

**Step 2** In the **Broadsoft XMPP** section, set the fields as described in [Broadsoft XMPP, on page 272](#).

**Step 3** Click **Submit All Changes**.

---

## Shared Lines

A shared line is a directory number that appears on more than one phone. You can create a shared line by assigning the same directory number to different phones.

Incoming calls display on all phones that share a line, and anyone can answer the call. Only one call remains active at a time on a phone.

Call information displays on all phones that are sharing a line. If somebody turns on the privacy feature, you do not see the outbound calls made from the phone. However, you see inbound calls to the shared line.

All phones with a shared line ring when a call is made to the line. If you place the shared call on hold, anyone can resume the call by pressing the corresponding line key from a phone that shares the line. You can also press the **Select** button if the Resume icon is displayed.

The following shared line features are supported:

- Line Seizure
- Public Hold
- Private Hold
- Silent Barge (only through enabled programmable softkey)

The following features are supported as for a private line

- Transfer
- Conference
- Call Park / Call Retrieve

- Call Pickup
- Do Not Disturb
- Call Forward

You can configure each phone independently. Account information is usually the same for all IP phones, but settings such as the dial plan or preferred codec information can vary.

## Configure a Shared Line

You can create a shared line by assigning the same directory number to different phones on the phone web page.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice**.
- Step 2** Click the **Ext\_n** tab of the extension that is shared.
- Step 3** Under **General** in the Line Enable list, choose **Yes**.
- Step 4** Under **Share Line Appearance** in the Share Ext list, select **Shared**.
- If you set this extension to **Private**, the extension does not share calls, regardless of the Share Call Appearance setting on the Phone tab. If you set this extension to **Shared**, calls follow the Share Call Appearance setting on the Phone tab.
- Step 5** In the **Shared User ID** field, enter the user ID of the phone with the extension that is being shared.
- Step 6** In the **Subscription Expires** field, enter the number of seconds before the SIP subscription expires. The default is 60 seconds.
- Until the subscription expires, the phone gets NOTIFY messages from the SIP server on the status of the shared phone extension.
- Step 7** In the **Restrict MWI** field, set the message waiting indicator:
- **Yes**—Lights only for messages on private lines (SIP).
  - **No**—Lights for all messages.
- Step 8** Under **Proxy and Registration**, enter the IP address of the proxy server in the Proxy field.
- Step 9** Under **Subscriber Information**, enter a Display Name and User ID (extension number) for the shared extension.
- Step 10** In the Phone tab, under **Miscellaneous Line Key Settings**, configure SCA Barge-In Enable:
- **Yes**—Allows users to take over the call on a shared line.
  - **No**—Prevents users from taking over the call on a shared line.
- Step 11** Click **Submit All Changes**.
-

## Configure Voice Mail

You can configure the internal or external phone number or URL for the voice mail system. If you are using an external voice mail service, the number must include any digits required to dial out and any required area code

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
  - Step 2** Under **General**, enter the **Voice Mail Number**.
  - Step 3** Click **Submit All Changes**. The phone reboots.
- 

## Configure Voice Mail for each Extension

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Extn.**
  - Step 2** Under **Call Feature Settings**, enter the **Voice Mail Server**.
  - Step 3** (Optional) Enter the **Voice Mail Subscribe Interval**; the expiration time in seconds, of a subscription to a voice mail server.
  - Step 4** Click **Submit All Changes**.  
The phone reboots.
- 

## Configure the Message Waiting Indicator

You can configure the Message Waiting Indicator for separate extensions on the phone. The Message Waiting Indicator lights based on the presence of new voicemail messages in the mailbox.

You can enable the indicator at the top of your IP phone to light when voice mail is left, or display a seeing message waiting notification.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

- 
- Step 1** Select **Voice > Extn.**
- Step 2** Under **Call Feature Settings** in the **Message Waiting**, choose **Yes** to enable.
- 

## Assign a Ringtone to an Extension

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

- 
- Step 1** Select **Voice > Ext(n)**, where **(n)** is the number of an extension.
- Step 2** Under **Call Feature Settings**, use the **Default Ring (n)** drop-down list box to specify one of the following:
- No Ring
  - Choose one of the available 12 ringtones.
- Step 3** Click **Submit All Changes**.
- 

## Add Distinctive Ringtone

You can configure the characteristics of each ring tone using a ring tone script. When phone receives SIP Alert-INFO message and the message format is correct, then the phone plays the specified ringtone. Otherwise, the phone plays the default ringtone.

**Procedure**

In a ring tone script, assign a name for the ring tone and add the script to configure a distinctive ringtone in the format:

```
n=ring-tone-name;h=hint;w=waveform-id-or-path;c=cadence-id;b=break-time;t=total-time
```

where:

**n** = ring-tone-name that identifies this ring tone. This name appears on the Ring Tone menu of the phone. The same name can be used in a SIP Alert-Info header in an inbound INVITE request to tell the phone to play the corresponding ring tone. The name should contain the same characters allowed in a URL only.



h = hint used to SIP Alert-INFO rule.

w = waveform-id-or-path which is the index of the desired waveform to use in this ring tone. The built-in waveforms are:

- 1 = Classic phone with mechanical bell
- 2 = Typical phone ring
- 3 = Classic ring tone
- 4 = Wide-band frequency sweep signal

You can also enter a network path (url) to download a ring tone data file from a server. Add the path in this format:

```
w=[tftp://]hostname[:port]/path
```

c = is the index of the desired cadence to play the given waveform. 8 cadences (1–8) as defined in <Cadence 1> through <Cadence 8>. Cadence-id can be 0 if w=3,4, or an url. Setting c=0 implies the on-time is the natural length of the ring tone file.

b = break-time that specifies the number of seconds to break between two bursts of ring tone, such as b=2.5.

t = total-time that specifies the total number of seconds to play the ring tone before it times out.

---

## Configure the Audio Settings

The user can modify volume settings by pressing the volume control button on the phone, then pressing the **Save** softkey.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > User**.
- Step 2** In the **Audio Volume** section, configure a volume level of 1 (quiet) through 10 (loudest):
- **Ringer Volume**—Sets the ringer volume.
  - **Speaker Volume**—Sets the volume for the full-duplex speakerphone.
  - **Headset Volume**—Sets the headset volume.
  - **Handset Volume**—Sets the handset volume.
- Step 3** Click **Submit All Changes**.
-

## Specify Audio Compliance Standard

You can specify a compliance standard for the audio tuning for the phone. When a compliance standard is specified, the acoustic parameters that conform to the specified standard are loaded to the phone.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Go to **Voice > User**.
- Step 2** In the **Audio Compliance** section, choose an option from the **Compliant Standard** drop-down list as described in [Audio Compliance, on page 297](#).
- Step 3** Click **Submit All Changes**.
- 

## User Access Control

The Cisco IP Phone respects only the “ua” user access attribute. For a specific parameter, the “ua” attribute defines access by the user account to the administration web server. If the “ua” attribute is not specified, the phone applies the factory default user access for the corresponding parameter. This attribute does not affect access by the admin account.



---

**Note** The value of the element attribute encloses within double quotes.

---

The “ua” attribute must have one of the following values:

- na – no access
- ro – read-only
- rw – read/write


## Phone Web Server

The web server allows administrators and users to log in to the phone by using a phone web user interface. Administrators and users have different privileges and see different options for the phone based on their role.

## Configure the Web Server from the Phone Screen Interface

Use this procedure to enable the phone web user interface from the phone screen.

## Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Network configuration > Web Server**.
  - Step 3** Select **On** to enable or **Off** to disable.
  - Step 4** Press **Set**.
- 

## Direct Action URL

If the Enable Direct Action URL setting is set to "Yes ", these Direct action URLs are accessible only for the admin. If Admin user is password protected, the client provides a login prompt before these are accessed. The Direct Action URLs are accessible via the phone web page via the path `/admin/<direct_action>`. The syntax is:

`http[s]://<ip_or_hostname>/admin/<direct_action>[?<url>]`

For example, `http://10.1.1.1/admin/resync?http://server_path/config.xml`

The following table provides a list of the different direct action URLs that are supported.

| direct_action | Description                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| resync        | Initiates a one-time resync of the config file specified by URL. The URL to resync is provided by appending ? followed by the URL. The URL specified here will not be saved anywhere in the phone settings.<br><b>Example</b><br><code>http://10.1.1.1/admin/resync?http://my_provision_server.com/cfg/device.cfg</code>                                                                            |
| upgrade       | Initiates an upgrade of a phone to the specified load. The load is specified via the upgrade rule. the rule is specified by appending ? followed by URL path to the load. The upgrade rule specified is one time only and will not be saved in any property setting.<br><b>Example</b><br><code>http://10.1.1.1/admin/upgrade?http://my_upgrade_server.com/loads/sip88xx.11.0.0MP2.123.loads</code> |
| updateca      | Initiates a one-time install of the Custom Certificate Authority (Custom CA) specified by the URL. The URL to download is provided by appending ? followed by the URL. The URL specified here will not be saved anywhere in the phone settings.<br><b>Example</b><br><code>http://10.1.1.1/admin/updateca?http://my_cert_server.com/certs/myCompanyCA.pem</code>                                    |
| reboot        | Initiates a reboot of the phone. Does not take any parameter with ?<br><b>Example</b><br><code>http://10.1.1.1/admin/reboot</code>                                                                                                                                                                                                                                                                  |

| direct_action  | Description                                                                                                                                                                                                                                                           |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| cfg.xml        | Downloads a snapshot of the phone configuration in XML format. The passwords are hidden for security. Most of the information here corresponds to the properties on the phone web page under <b>Voice</b> tab.<br><br><b>Example</b><br>http://10.1.1.1/admin/cfg.xml |
| status.xml     | Downloads a snapshot of the phone status in XML format. Most of the information here corresponds to the <b>Status</b> tab in the phone web page.<br><br><b>Example</b><br>http://10.1.1.1/admin/status.xml                                                            |
| screendump.bmp | Downloads a screenshot of the phone LCD UI at the time when this action is initiated.<br><br><b>Example</b><br>http://10.1.1.1/admin/screendump.bmp                                                                                                                   |
| log.tar        | Downloads a set of archived logs stored on the phone.<br><br><b>Example</b><br>http://10.1.1.1/admin/log.tar                                                                                                                                                          |

## Enable Access to Phone Web Interface

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > System**.
  - Step 2** Under the **System Configuration** section, choose **Yes** from the **Enable Web Server** drop-down list box.
  - Step 3** In the **Enable Protocol** drop-down list box, choose **Http** or **Https**.
  - Step 4** In the **Web Server Port** field, enter the port to access the web server. The default is port 80 for HTTP or port 443 for HTTPS.
  - Step 5** In the **Enable Web Admin Access** drop-down list box, you can enable or disable local access to the **Admin Login** of the phone web user interface. Defaults to **Yes** (enabled).
  - Step 6** In the **Admin Password** field, enter a password if you want the system administrator to log in to the phone web user interface with a password. The password prompt appears when an administrator clicks **Admin Login**. The minimum password length can be 4 characters or the maximum password length is 127 characters.  
  
**Note** The password can contain any character except the Space key.
  - Step 7** In the **User Password** field, enter a password if you want users to log in to the phone web user interface with a password. The password prompt appears when users click **User Login**. The minimum password length can be 4 characters or the maximum password length is 127 characters.

**Note** The password can contain any character except the Space key.

**Step 8** Click **Submit All Changes**.

---

## XML Services

The phones provide support for XML services, such as an XML Directory Service or other XML applications. For XML services, only HTTP and HTTPS support is available.

The following Cisco XML objects are supported:

- CiscoIPPhoneMenu
- CiscoIPPhoneText
- CiscoIPPhoneInput
- CiscoIPPhoneDirectory
- CiscoIPPhoneIconMenu
- CiscoIPPhoneStatus
- CiscoIPPhoneExecute
- CiscoIPPhoneImage
- CiscoIPPhoneImageFile
- CiscoIPPhoneGraphicMenu
- CiscoIPPhoneFileMenu
- CiscoIPPhoneStatusFile
- CiscoIPPhoneResponse
- CiscoIPPhoneError
- CiscoIPPhoneGraphicFileMenu
- Init:CallHistory
- Key:Headset
- EditDial:n

The full list of supported URIs is contained in *Cisco Unified IP Phone Services Application Development Notes for Cisco Unified Communications Manager and Multiplatform Phones*, located here:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-programming-reference-guides-list.html>

## XML Directory Service

When an XML URL requires authentication, use the parameters **XML UserName** and **XML Password**.

The parameter **XML UserName** in XML URL is replaced by \$XML UserName.

For example:

The parameter XML UserName is **cisco**. The XML Directory Service URL is **http://www.sipurash.com/path?username=\$XML\_User\_Name**.

This results in the request URL: **http://www.sipurash.com/path?username=cisco**.

## XML Applications

When authentication is required for CGI/Execute URL via Post from an external application (for example, a web application) to the phones, the parameter `CISCO XML EXE Auth Mode` is used in 3 different scenarios:

- **Trusted**—No authentication is performed (local user password is set or not). This is the default.
- **Local Credential**—Authentication is based on digest authentication using the local user password, if the local user password is set. If not set, then no authentication is performed.
- **Remote Credential**—Authentication is based on digest authentication using the remote username/password as set in the XML application on the web page (to access an XML application server).

## Macro Variables

You can use macro variables in XML URLs. The following macro variables are supported:

- **User ID**—UID1, UID2 to UIDn
- **Display name**—DISPLAYNAME1, DISPLAYNAME2 to DISPLAYNAMEn
- **Auth ID**—AUTHID1, AUTHID2 to AUTHIDn
- **Proxy**—PROXY1, PROXY2 to PROXYn
- **MAC Address using lowercase hex digits**—MA
- **Product Name**—PN
- **Product Series Number**—PSN
- **Serial Number**—SERIAL\_NUMBER

The following table shows the list of macros supported on the phones:

| Macro Name    | Macro Expansion                                                                                                                                                                                                                           |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| \$            | The form \$\$ expands to a single \$ character.                                                                                                                                                                                           |
| A through P   | Replaced by general-purpose parameters GPP_A through GPP_P.                                                                                                                                                                               |
| SA through SD | Replaced by special purpose parameters GPP_SA through GPP_SD. These parameters hold keys or passwords used in provisioning.<br><br><b>Note</b> \$SA through \$SD are recognized as arguments to the optional resync URL qualifier, --key. |

| Macro Name | Macro Expansion                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MA         | MAC address using lowercase hex digits (000e08aabbcc).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| MAU        | MAC address using uppercase hex digits (000E08AABBCC).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| MAC        | MAC address using lowercase hex digits with a colon to separate hex digit pairs (00:0e:08:aa:bb:cc).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| PN         | Product Name; for example, IP Phone 7861.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| PSN        | Product Series Number; for example, 7861.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| SN         | Serial Number string; for example, 88012BA01234.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CCERT      | SSL Client Certificate status, installed or not installed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| IP         | IP address of the phone within its local subnet; for example, 192.168.1.100.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| EXTIP      | External IP of the phone, as seen on the internet; for example, 66.43.16.52.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| SWVER      | Software version string; for example, 2.0.6(b). Use the software version string to compare against the current phone's firmware load, with one of the following methods: <ul style="list-style-type: none"> <li>• <b>With quotes, "\$SWVER"</b>—Variable acts as a string in firmware load name comparisons. For "\$SWVER" eq "sip8845_65.1-0129-18-0356dev.loads", the phone model number and load number are part of the comparison.</li> <li>• <b>Without quotes, \$SWVER</b>—Variable is parsed to determine a build number, plus major, minor, and micro revision numbers. For example, when the sip88xx.11-1-1MSR-1dev.loads and sip8845_65.11-1-1MSR-1dev.loads firmware names are parsed, the result ignores the model number and load number. The result for both firmware names yields a major revision=1, minor revision=1, micro revision=1MSR, and build number=1.</li> </ul> |
| HWVER      | Hardware version string; for example, 1.88.1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| PRVST      | Provisioning State (a numeric string): <ul style="list-style-type: none"> <li>• -1 = explicit resync request</li> <li>• 0 = power-up resync</li> <li>• 1 = periodic resync</li> <li>• 2 = resync failed, retry attempted</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| UPGST      | Upgrade State (a numeric string): <ul style="list-style-type: none"> <li>• 1 = first upgrade attempt</li> <li>• 2 = upgrade failed, retry attempt</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| UPGERR     | Result message (ERR) of previous upgrade attempt; for example, http_get failed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| PRVTMR     | Seconds since last resync attempt.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Macro Name   | Macro Expansion                                                                                                                                    |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| UPGTMR       | Seconds since last upgrade attempt.                                                                                                                |
| REGTMR1      | Seconds since Line 1 lost registration with SIP server.                                                                                            |
| REGTMR2      | Seconds since Line 2 lost registration with SIP server.                                                                                            |
| UPGCOND      | Legacy macro name.                                                                                                                                 |
| SCHEME       | File access scheme (TFTP, HTTP, or HTTPS, obtained after parsing resync or upgrade URL).                                                           |
| METH         | Deprecated alias for SCHEME, do not use.                                                                                                           |
| SERV         | Request target server hostname.                                                                                                                    |
| SERVIP       | Request target server IP address (following DNS lookup).                                                                                           |
| PORT         | Request target UDP/TCP port.                                                                                                                       |
| PATH         | Request target file path.                                                                                                                          |
| ERR          | Result message of resync or upgrade attempt.                                                                                                       |
| UIDn         | The contents of the Line n UserID configuration parameter.                                                                                         |
| ISCUST       | If unit is customized, value=1, otherwise 0.<br><b>Note</b> Customization status viewable on Web UI Info page.                                     |
| INCOMINGNAME | Name associated with first connected, ringing, or inbound call.                                                                                    |
| REMOTENUMBER | Phone number of first connected, ringing, or inbound call. If there are multiple calls, the data associated with the first call found is provided. |
| DISPLAYNAMEn | The contents of the Line N Display Name configuration parameter.                                                                                   |
| AUTHIDn      | The contents of the Line N auth ID configuration parameter.                                                                                        |

## Configure a Phone to Connect to an XML Directory Service

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Phone**.
- Step 2** Enter this information:



- XML Directory Service Name—Name of the XML Directory. Displays on the user's phone as a directory choice.
- XML Directory Service URL—URL where the XML Directory is located.

**Step 3** Click **Submit All Changes**.

---

## Configure a Phone to Connect to an XML Application

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

**Step 1** Select **Voice > Phone**.

**Step 2** Enter this information:

- XML Application Service Name—Name of the XML application. Displays on the user's phone as a menu item.
- XML Application Service URL—URL where the XML application is located.

If you configure an unused line button to connect to an XML application, the button connects to the URL configured above. If this is not what you want, you need to enter a different URL when you configure the line button.

**Step 3** Click **Submit All Changes**.

---





# CHAPTER 10

## Phone Features and Setup

---

- [Phone Features and Setup Overview](#), on page 150
- [Cisco IP Phone User Support](#), on page 150
- [Telephony Features for Cisco IP Phone](#), on page 151
- [Feature Buttons and Softkeys](#), on page 156
- [Enable Users to Configure Features on Line Keys](#), on page 157
- [Enable Users to Configure Features on Line Keys](#), on page 158
- [Configure a Speed Dial on a Line Key](#), on page 159
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## Phone Features and Setup Overview

After you install Cisco IP Phones in your network, configure their network settings, and add them to Third-Party Call Control System, you must use the Third-Party Call Control System to configure telephony features, optionally modify phone templates, set up services, and assign users.

You can modify additional settings for the Cisco IP Phone from Third-Party Call Control Configuration Utility. Use this web-based application to set up phone registration criteria and calling search spaces, to configure corporate directories and services, and to modify phone button templates, among other tasks.

## Cisco IP Phone User Support

If you are a system administrator, you are likely the primary source of information for Cisco IP Phone users in your network or company. It is important to provide current and thorough information to end users.

To successfully use some of the features on the Cisco IP Phone (including Services and voice message system options), users must receive information from you or from your network team or must be able to contact you for assistance. Make sure to provide users with the names of people to contact for assistance and with instructions for contacting those people.

We recommend that you create a web page on your internal support site that provides end users with important information about their Cisco IP Phones.

Consider including the following types of information on this site:

- User guides for all Cisco IP Phone models that you support
- List of features supported
- User guide or quick reference for your voicemail system

# Telephony Features for Cisco IP Phone

After you add Cisco IP Phones to Third-Party Call Control system, you can add functionality to the phones. The following table includes a list of supported telephony features, many of which you can configure by using Third-Party Call Control system.



**Note** The Third-Party Call Control system also provides several service parameters that you can use to configure various telephony functions.

| Feature                               | Description and More Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AES 256 Encryption Support for Phones | Enhances security by supporting TLS 1.2 and new ciphers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Alphanumeric Dialing                  | Allows users to place a call with alphanumeric characters. You can use these characters for alphanumeric dialing: a-z, A-Z, 0-9, -, _, ., and +.                                                                                                                                                                                                                                                                                                                                                                                                    |
| Any Call Pickup                       | Allows users to pick up a call on any line in their call pickup group, regardless of how the call was routed to the phone.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Audio Settings                        | Configures audio settings for the phone speaker, the handset, and the headsets that are connected to the phone.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Auto Answer                           | Connects incoming calls automatically after a ring or two.<br>Auto Answer works with either the speakerphone or the headset.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Blind Transfer                        | Blind Transfer: This transfer joins two established calls (call is in hold or in connected state) into one call and drops the feature initiator from the call. Blind Transfer does not initiate a consultation call and does not put the active call on hold.<br><br>Some JTAPI/TAPI applications are not compatible with the Join and Blind Transfer feature implementation on the Cisco IP Phone and you may need to configure the Join and Direct Transfer Policy to disable join and direct transfer on the same line or possibly across lines. |
| Busy Lamp Field (BLF)                 | Allows user to monitor call state of a directory number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Busy Lamp Field (BLF) Pickup          | Allows user to pick up incoming calls to the directory number monitored through BLF.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Call Back                             | Provides users with an audio and visual alert on the phone when a busy or unavailable party becomes available.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Call Display Restrictions             | Determines the information that will display for calling or connected lines, depending on the parties who are involved in the call. RPID and PAID caller id handling are supported.                                                                                                                                                                                                                                                                                                                                                                 |
| Call Forward                          | Allows users to redirect incoming calls to another number. Call Forward options include Call Forward All, Call Forward Busy, Call Forward No Answer.                                                                                                                                                                                                                                                                                                                                                                                                |
| Call Forward Notification             | Allows you to configure the information that the user sees when receiving a forwarded call.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Feature                          | Description and More Information                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call History for Shared Line     | <p>Allows you to view shared line activity in the phone Call History. This feature:</p> <ul style="list-style-type: none"> <li>• Logs missed calls for a shared line.</li> <li>• Logs all answered and placed calls for a shared line.</li> </ul>                                                                                                                                                  |
| Call Park                        | <p>Allows users to park (temporarily store) a call and then retrieve the call by using another phone.</p>                                                                                                                                                                                                                                                                                          |
| Call Pickup                      | <p>Allows users to redirect a call that is ringing on another phone within their pickup group to their phone.</p> <p>You can configure an audio and visual alert for the primary line on the phone. This alert notifies the users that a call is ringing in their pickup group.</p>                                                                                                                |
| Call Waiting                     | <p>Indicates (and allows users to answer) an incoming call that rings while on another call. Incoming call information appears on the phone display.</p>                                                                                                                                                                                                                                           |
| Caller ID                        | <p>Caller identification such as a phone number, name, or other descriptive text appear on the phone display.</p>                                                                                                                                                                                                                                                                                  |
| Caller ID Blocking               | <p>Allows a user to block their phone number or name from phones that have caller identification enabled.</p>                                                                                                                                                                                                                                                                                      |
| Calling Party Normalization      | <p>Calling party normalization presents phone calls to the user with a dialable phone number. Any escape codes are added to the number so that the user can easily connect to the caller again. The dialable number is saved in the call history and can be saved in the Personal Address Book.</p>                                                                                                |
| Conference                       | <p>Allows a user to talk simultaneously with multiple parties by calling each participant individually.</p> <p>Allows a noninitiator in a standard (ad hoc) conference to add or remove participants; also allows any conference participant to join together two standard conferences on the same line.</p> <p><b>Note</b> Be sure to inform your users whether these features are activated.</p> |
| Configurable RTP/sRTP Port Range | <p>Provides a configurable port range (2048 to 65535) for Real-Time Transport Protocol (RTP) and secure Real-Time Transport Protocol (sRTP).</p> <p>The default RTP and sRTP port range is 16384 to 16538.</p> <p>You configure the RTP and sRTP port range in the SIP Profile.</p>                                                                                                                |
| Directed Call Pickup             | <p>Allows a user to pick up a ringing call on a DN directly by pressing the GPickUp softkey and entering the directory number of the device that is ringing.</p>                                                                                                                                                                                                                                   |
| Divert                           | <p>Allows a user to transfer a ringing, connected, or held call directly to a voice-messaging system. When a call is diverted, the line becomes available to make or receive new calls.</p>                                                                                                                                                                                                        |
| Do Not Disturb (DND)             | <p>When DND is turned on, either no audible rings occur during the ringing-in state of a call, or no audible or visual notifications of any type occur.</p>                                                                                                                                                                                                                                        |

| Feature                                                  | Description and More Information                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DND and Call Forward Indication on Non-selected Line Key | Displays the DND and call forward icons next the to the line key label. The line key should be enabled with feature key sync. The line key should also be enabled with DND or call forward.                                                                                                                                                                                               |
| Emergency Calls                                          | Enables users to make emergency calls. The emergency services receive the phone's location and a call-back number, to use when the emergency call unexpectedly disconnects.                                                                                                                                                                                                               |
| Headset Sidetone Control                                 | Allows an administrator to set the sidetone level of a wired headset.                                                                                                                                                                                                                                                                                                                     |
| Group Call Pickup                                        | Allows a user to answer a call that is ringing on a directory number in another group.                                                                                                                                                                                                                                                                                                    |
| Hold Status                                              | Enables phones with a shared line to distinguish between the local and remote lines that placed a call on hold.                                                                                                                                                                                                                                                                           |
| Hold/Resume                                              | <p>Allows the user to move a connected call from an active state to a held state.</p> <ul style="list-style-type: none"> <li>• No configurations are required unless you want to use Music On Hold. See “Music On Hold” in this table.</li> <li>• See “Hold Reversion” in this table.</li> </ul>                                                                                          |
| HTTP Download                                            | Enhances the file download process to the phone to use HTTP by default. If the HTTP download fails, the phone reverts to using the TFTP download.                                                                                                                                                                                                                                         |
| HTTPS for Phone Services                                 | <p>Increases security by requiring communication using HTTPS.</p> <p><b>Note</b> When the web is in HTTPS mode, the phone is an HTTPS server.</p>                                                                                                                                                                                                                                         |
| Improve Caller Name and Number Display                   | Improves the display of caller names and numbers. If the Caller Name is known, then the Caller Number is displayed instead of <code>Unknown</code> .                                                                                                                                                                                                                                      |
| Jitter Buffer                                            | The Jitter Buffer feature handles jitter from 10 milliseconds (ms) to 1000 ms for both audio and video streams.                                                                                                                                                                                                                                                                           |
| Join Across Lines                                        | <p>Allows users to combine calls that are on multiple phone lines to create a conference call.</p> <p>Some JTAPI/TAPI applications are not compatible with the Join and Direct Transfer feature implementation on the Cisco IP Phone and you may need to configure the Join and Direct Transfer Policy to disable join and direct transfer on the same line or possibly across lines.</p> |
| Join                                                     | Allows users to combine two calls that are on one line to create a conference call and remain on the call.                                                                                                                                                                                                                                                                                |
| Message Waiting                                          | Defines directory numbers for message waiting on and off indicators. A directly-connected voice-message system uses the specified directory number to set or to clear a message waiting indication for a particular Cisco IP Phone.                                                                                                                                                       |
| Message Waiting Indicator                                | A light on the handset that indicates that a user has one or more new voice messages.                                                                                                                                                                                                                                                                                                     |
| Minimum Ring Volume                                      | Sets a minimum ringer volume level for an IP phone.                                                                                                                                                                                                                                                                                                                                       |

| Feature                            | Description and More Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Missed Call Logging                | Allows a user to specify whether missed calls will be logged in the missed calls directory for a given line appearance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Multicasting Paging                | Enables users to page some or all phones. If the phone is on an active call while a group page starts, the incoming page is ignored.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Multiple Calls Per Line Appearance | <p>Each line can support multiple calls. By default, the phone supports two active calls per line, and a maximum of ten active calls per line. Only one call can be connected at any time; other calls are automatically placed on hold.</p> <p>The system allows you to configure maximum calls/busy trigger not more than 10/6. Any configuration more than 10/6 is not officially supported.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Music On Hold                      | Plays music while callers are on hold.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Mute                               | Mutes the handset or headset microphone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| No Alert Name                      | Makes it easier for end users to identify transferred calls by displaying the original caller's phone number. The call appears as an Alert Call followed by the caller's telephone number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Pause in Speed Dial                | Users can set up the speed-dial feature to reach destinations that require Forced Authorization Code (FAC) or Client Matter Code (CMC), dialing pauses, and additional digits (such as a user extension, a meeting access code, or a voicemail password) without manual intervention. When the user presses the speed dial, the phone establishes the call to the specified DN and sends the specified FAC, CMC, and DTMF digits to the destination and inserts the necessary dialing pauses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Peer Firmware Sharing (PFS)        | <p>Allows IP Phones located at remote sites to share the firmware files amongst them, which saves bandwidth when the upgrade process takes place. This feature uses Cisco Peer-to-Peer-Distribution Protocol (CPPDP) which is a Cisco proprietary protocol used to form a peer-to-peer hierarchy of devices. CPPDP is also used to copy firmware or other files from peer devices to the neighbouring devices.</p> <p>PFS aids in firmware upgrades in branch/remote office deployment scenarios that run over bandwidth-limited WAN links.</p> <p>Provides the following advantages over the traditional upgrade method:</p> <ul style="list-style-type: none"> <li>• Limits congestion on TFTP transfers to centralized remote TFTP servers</li> <li>• Eliminates the need to manually control firmware upgrades</li> <li>• Reduces phone downtime during upgrades when large numbers of devices are reset simultaneously</li> </ul> <p>The more the number of IP phones, the better it's performance compared to the traditional firmware upgrade method.</p> |
| Plus Dialing                       | <p>Allows the user to dial E.164 numbers prefixed with a plus (+) sign.</p> <p>To dial the + sign, the user needs to press and hold the star (*) key for at least 1 second. This applies to dialing the first digit for an on-hook (including edit mode) or off-hook call.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |



| Feature                            | Description and More Information                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Power Negotiation over LLDP        | Allows the phone to negotiate power using Link Level Endpoint Discovery Protocol (LLDP) and Cisco Discovery Protocol (CDP).                                                                                                                                                                                                                                                                                           |
| Problem Reporting Tool             | Submits phone logs or reports problems to an administrator.                                                                                                                                                                                                                                                                                                                                                           |
| Programmable Feature Buttons       | You can assign features, such as New Call, Call Back, and Forward All to line buttons.                                                                                                                                                                                                                                                                                                                                |
| Redial                             | Allows users to call the most recently dialed phone number by pressing a button or the Redial softkey.                                                                                                                                                                                                                                                                                                                |
| Remote Customization (RC)          | Allows a service provider to customize the phone remotely. There is no need for either the service provider to physically touch the phone or a user to configure the phone. The service provider can work with a sales engineer at the time of ordering to set this up.                                                                                                                                               |
| Ringtone Setting                   | Identifies ring type used for a line when a phone has another active call.                                                                                                                                                                                                                                                                                                                                            |
| Reverse Name Lookup                | Identifies the caller name using the incoming or outgoing call number. You must configure either the LDAP Directory or the XML directory. You can enable or disable the reverse name lookup using the phone administration web page.                                                                                                                                                                                  |
| RTCP Hold For SIP                  | Ensures that held calls are not dropped by the gateway. The gateway checks the status of the RTCP port to determine if a call is active or not. By keeping the phone port open, the gateway will not end held calls.                                                                                                                                                                                                  |
| Serviceability for SIP Endpoints   | Enables administrators to quickly and easily gather debug information from phones.<br>This feature uses SSH to remotely access each IP phone. SSH must be enabled on each phone for this feature to function.                                                                                                                                                                                                         |
| Shared Line                        | Allows a user with multiple phones to share the same phone number or allows a user to share a phone number with a coworker.                                                                                                                                                                                                                                                                                           |
| Show Calling ID and Calling Number | The phones can display both the calling ID and calling number for incoming calls. The IP phone LCD display size limits the length of the calling ID and the calling number that display.<br>The Show Calling ID and Calling Number feature applies to the incoming call alert only and does not change the function of the Call Forward and Hunt Group features.<br>See “Caller ID” in this table.                    |
| Show Duration for Call History     | Displays the time duration of placed and received calls in the Call History details.<br>If the duration is greater than or equal to one hour, the time is displayed in the Hour, Minute, Second (HH:MM:SS) format.<br>If the duration is less than one hour, the time is displayed in the Minute, Second (MM:SS) format.<br>If the duration is less than one minute, the time is displayed in the Second (SS) format. |
| Silence Incoming Call              | Allows you to silence an incoming call by pressing <b>Ignore</b> softkey or by pressing the volume button down.                                                                                                                                                                                                                                                                                                       |
| Speed Dial                         | Dials a specified number that has been previously stored.                                                                                                                                                                                                                                                                                                                                                             |

| Feature                      | Description and More Information                                                                                                                                                                                                                                                                                                                                 |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Time Zone Update             | Updates the Cisco IP Phone with time zone changes.                                                                                                                                                                                                                                                                                                               |
| Transfer                     | Allows users to redirect connected calls from their phones to another number.<br>Some JTAPI/TAPI applications are not compatible with the Join and Direct Transfer feature implementation on the Cisco IP Phone and you may need to configure the Join and Direct Transfer Policy to disable join and direct transfer on the same line or possibly across lines. |
| Voice Message System         | Enables callers to leave messages if calls are unanswered.                                                                                                                                                                                                                                                                                                       |
| Web Access Enable by Default | Web services are enabled by default.                                                                                                                                                                                                                                                                                                                             |
| XSI call logs display        | Allows you to configure a phone to display recent call logs from either the BroadWorks server or the local phone. After you enable the feature, the <b>Recents</b> screen has a <b>Display recents from</b> menu and the user can choose the XSI call logs or the local call logs.                                                                               |

## Feature Buttons and Softkeys

The following table provides information about features that are available on softkeys, features that are available on dedicated feature buttons, and features that you need to configure as programmable feature buttons. An “X” in the table indicates that the feature is supported for the corresponding button type or softkey. Of the two button types and softkeys, only programmable feature buttons require configuration in Cisco IP Phone administration.



**Note** The Cisco IP Phone 7811 does not have programmable feature buttons.

**Table 18: Features with Corresponding Buttons and Softkeys**

| Feature Name            | Dedicated Feature Button | Programmable Feature Button | Softkey                                                      |
|-------------------------|--------------------------|-----------------------------|--------------------------------------------------------------|
| Answer                  |                          | X                           | X                                                            |
| Call Forward All        |                          | X                           | X                                                            |
| Call Park               |                          | X                           | X                                                            |
| Call Park Line Status   |                          | X                           |                                                              |
| Call Pickup (Pick Up)   |                          | X                           | X                                                            |
| Call Pickup Line Status |                          | X                           |                                                              |
| Conference              | X                        |                             | X (only displayed during connected call conference scenario) |

| Feature Name           | Dedicated Feature Button | Programmable Feature Button | Softkey                                                    |
|------------------------|--------------------------|-----------------------------|------------------------------------------------------------|
| Divert                 |                          |                             | X                                                          |
| Do Not Disturb         |                          | X                           | X                                                          |
| Hold                   | X                        |                             | X                                                          |
| Intercom               |                          | X                           |                                                            |
| Mute                   | X                        |                             |                                                            |
| Redial                 |                          | X                           | X                                                          |
| Speed Dial             |                          | X                           | X                                                          |
| Speed Dial Line Status |                          | X                           |                                                            |
| Transfer               | X                        |                             | X (only displayed during connected call transfer scenario) |

## Enable Users to Configure Features on Line Keys

You can enable users to configure these features on line keys:

- Speed dial
- Busy Lamp Field (BLF) to monitor a coworker's line, with the following options:
  - Speed dial to the monitored line
  - Call pickup from the monitored line

Users can select any available line keys to configure features. They can also select a line key that is functioning as a speed-dial key or as a BLF key. The user's configuration will override any existing configuration for the line key. Users cannot select line keys on which you have configured other features. If a user selects a BLF list key, the phone adjusts the positions of the BLF list keys using the next available line keys.

For the BLF feature options, the phone subscribes to the BLF list URI that you specify (XML parameter `BLF_List_URI`), to be notified of changes in the status of the monitored lines. If you do not specify a BLF list URI, the phone subscribes to `$USER@$PROXY`.

### Procedure

- 
- Step 1** On the phone administration web page, go to **Admin Login > Advanced, Voice** tab.
- Step 2** To allow features, go to **Att Console > General**, and configure **Customizable PLK Options** as described in [General, on page 299](#).
- Step 3** To enable feature configuration on a line key on the phone, do one of the following:

- Disable the extension function for the line key:
    1. Go to **Voice > Phone**.
    2. Set **Extension** to **Disabled** in the corresponding **Line Key number** section.
  - Disable service on the corresponding line:
    1. Go to **Voice**.
    2. Go to the corresponding **Ext number** tab.
    3. In the **General** section, set **Line Enable** to **No**.
- 

## Enable Users to Configure Features on Line Keys

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For the BLF feature options, the phone subscribes to the BLF list URI that you specify (XML parameter `BLF_List_URI`), to be notified of changes in the status of the monitored lines. If you do not specify a BLF list URI, the phone subscribes to `$USER@$PROXY`.

### Procedure

---

- Step 1** On the phone administration web page, go to **Admin Login > Advanced, Voice** tab.
- Step 2** To allow features, go to **Att Console > General**, and configure **Customizable PLK Options** as described in [General, on page 299](#).
- Step 3** To enable feature configuration on a line key on the phone, do one of the following:
- Disable the extension function for the line key:
    1. Go to **Voice > Phone**.
    2. Set **Extension** to **Disabled** in the corresponding **Line Key number** section.
  - Disable service on the corresponding line:

1. Go to **Voice**.
2. Go to the corresponding **Ext number** tab.
3. In the **General** section, set **Line Enable** to **No**.

---

## Configure a Speed Dial on a Line Key

You can configure speed dial on an idle line of a user phone. The user can then use that line key to speed-dial a number. When you enable the speed dial on the line key, the user sees the speed-dial icon a name for the speed dial line key. The user presses the line key to dial the assigned extension.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** Select a Line Key on which to configure speed-dial.
- Step 3** From the Extension pulldown menu, select **Disabled** to disable the extension.
- Step 4** In the **Extended Function** field, enter a string in this format:

```
fnc=sd;ext=9999@$PROXY;nme=xxxx
```

If you configure a phone with alphanumeric dialing feature in which the phone can place a call with alphanumeric characters instead of the traditional digits, you can enter a string in this format:

```
fnc=sd;ext=xxxx.yyyy@$PROXY;vid=n;nme=xxxx
```

where:

- fnc= sd means function=speed dial
- ext= 9999 is the phone that the line key calls. Replace 9999 with appropriate phone number.  
ext= xxxx.yyyy is the phone that the line key calls. Replace xxxx.yyyy with alphanumeric characters. You can use these characters for alphanumeric dialing: a-z, A-Z, 0-9, -, \_, ., and +.
- vid=n is the line index of the phone.
- nme= XXXX is the name displayed on the phone for the speed-dial line key. Replace XXXX with a name.

You can also configure XML service with line key. Enter a string in this format:

```
fnc=xml;url=http://xml.service.url;nme=name
```

- Step 5** Click **Submit All Changes**.
-

# Configure a Speed Dial with the Configuration Utility Page

You can configure speed dials on the phone with the web interface.

## Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

- 
- Step 1** Select **Voice > User**.
  - Step 2** In the **Speed Dial** section, enter a name and number that corresponds to the speed dial entry.
  - Step 3** Click **Submit All Changes**.
- 

## Speed Dial

| Parameter         | Description                                       |
|-------------------|---------------------------------------------------|
| Speed Dial Name   | Indicates the name given to the speed dial.       |
| Speed Dial Number | Indicates the number allocated to the speed dial. |

## Enable Conference Button with a Star Code

You can add a star code to the Conference button so that your user can press the button only once to add many active calls to a conference. You can enable this feature from the phone web page.

## Before you begin

- The phone server must support this feature.
- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

- 
- Step 1** Select **Voice > Ext(n)**, where n is an extension number.
  - Step 2** In the **Call Features Settings** section, select **Yes** for the **Conference Single Hardkey** field, enter a star code in the **Conference Bridge URL**, and press **Submit All Changes**. For example, you can enter \*55 to represent the conference bridge URL of a telecom service provider.

You can also enable the conference button with a xml file. Enter a string in this format:

```
<Conference_Bridge_URL_1_ ua="na">*55</Conference_Bridge_URL_1_>
```

```
<Conference_Single_Hardkey_1_ ua="na">Yes</Conference_Single_Hardkey_1_>
```

## Set up Extra Line Keys

Enable this feature if you want to use the buttons on both sides of the phone screen as line keys.

### Procedure

- Step 1** On the Configuration Utility page, click **Admin Login > Voice > Phone**.
- Step 2** Choose a line key and select an extension to enable it.
- Step 3** Click **Submit All Changes**.

## Configure the Screen Saver with the Phone Web Page

You can configure a screen saver for the phone. When the phone is idle for a specified time, it enters screen saver mode.

Any button press returns the phone to normal mode.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- Step 1** On the phone web page, select **Voice > User**.  
The user can select **User Login > Voice > User** to add screen saver to the phone.
- Step 2** In the **Screen** section, set up the fields as described in the following table.

| Parameter           | Description                                                                                                                                              |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Screen Saver Enable | Select <b>Yes</b> to enable a screen saver on the phone.<br>When the phone is idle for a specified time, it enters screen saver mode.<br><br>Default: No |

| Parameter            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Screen Saver Type    | Types of screen saver. Options you can choose: <ul style="list-style-type: none"> <li>• <b>Clock</b>—Displays a digital clock on a plain background.</li> <li>• <b>Download Picture</b>—Displays a picture pushed from the phone webpage.</li> <li>• <b>Logo</b>: Displays a logo on the phone screen. Add a logo image in the <b>Logo URL</b> field.</li> </ul>                                                                              |
| Screen Saver Wait    | Amount of idle time before screen saver displays.<br>Enter the number of seconds of idle time to elapse before the screen saver starts.<br>Default: 300                                                                                                                                                                                                                                                                                       |
| Picture Download URL | URL locating the (.png) file to display on the phone screen background. If you select picture as as screensaver type, this image displays as a screensaver on the phone screen.<br><br>When you enter an incorrect URL to download a new wallpaper, the phone fails to upgrade to the newer wallpaper and displays the existing downloaded wallpaper. If the phone does not have any wallpaper downloaded earlier, it displays a gray screen. |
| Logo URL             | Enter a URL or path for the location where the logo image is saved. If you select logo as as screensaver type, this image displays as a screensaver on the phone screen.                                                                                                                                                                                                                                                                      |

**Step 3** Click **Submit All Changes**.

## Phone Configuration for Monitoring Other Phones

You can configure the phone to monitor the status of lines on other phones. This feature is useful if users routinely handle calls for colleagues and need to see if they are available to answer calls. The phone monitors each line on a separate line key. The monitoring line keys function as Busy Lamp Field (BLF) keys. A BLF is an LED that changes color to indicate the status of the monitored line:

*Table 19: BLF Key LED Status*

| LED Color | Meaning                          |
|-----------|----------------------------------|
| Green     | The monitored line is available. |



| LED Color    | Meaning                         |
|--------------|---------------------------------|
| Red          | The monitored line is busy.     |
| Blinking red | The monitored line is ringing.  |
| Amber        | Error in BLF key configuration. |

If the phone is registered to a BroadSoft server, you can set up the phone to monitor multiple users, with a single set of configurations.

## Configure the Phone to Monitor Multiple Users' Lines

If the phone is registered to a BroadSoft server, you can configure the phone to monitor the entire BLF list. The phone assigns available line keys in sequence to monitor the BLF list entries, and starts showing the status of the monitored lines on the BLF keys.

### Before you begin

- Make sure that the phone is registered to a BroadSoft server.
- You set up a BLF list for a user of the phone on the BroadSoft server.

### Procedure

- 
- Step 1** On the phone administration web page, go to **Admin Login > Advanced, Voice > Att Console > General**.
- Step 2** Configure **BLF List URI**, **BLF List**, and **Use Line Keys For BLF List** as described in [General, on page 299](#). If you allow users to configure individual BLF keys (see [Enable Users to Configure Features on Line Keys, on page 157](#)), we recommend setting **BLF List** to **Hide**.
- Step 3** Click **Submit All Changes**.
- 

## Phone Configuration for Monitoring Other Phones

You can configure the phone to monitor the status of lines on other phones. This feature is useful if users routinely handle calls for colleagues and need to see if they are available to answer calls. The phone monitors each line on a separate line key. The monitoring line keys function as Busy Lamp Field (BLF) keys. A BLF is an LED that changes color to indicate the status of the monitored line:

*Table 20: BLF Key LED Status*

| LED Color    | Meaning                          |
|--------------|----------------------------------|
| Green        | The monitored line is available. |
| Red          | The monitored line is busy.      |
| Blinking red | The monitored line is ringing.   |

| LED Color | Meaning                         |
|-----------|---------------------------------|
| Amber     | Error in BLF key configuration. |

If the phone is registered to a BroadSoft server, you can set up the phone to monitor multiple users, with a single set of configurations.

## Configure the Phone to Monitor Multiple Users' Lines

If the phone is registered to a BroadSoft server, you can configure the phone to monitor the entire BLF list. The phone assigns available line keys in sequence to monitor the BLF list entries, and starts showing the status of the monitored lines on the BLF keys.

### Before you begin

- Make sure that the phone is registered to a BroadSoft server.
- You set up a BLF list for a user of the phone on the BroadSoft server.

### Procedure

- 
- Step 1** On the phone administration web page, go to **Admin Login > Advanced, Voice > Att Console > General**.
- Step 2** Configure **BLF List URI**, **BLF List**, and **Use Line Keys For BLF List** as described in [General, on page 299](#). If you allow users to configure individual BLF keys (see [Enable Users to Configure Features on Line Keys, on page 157](#)), we recommend setting **BLF List** to **Hide**.
- Step 3** Click **Submit All Changes**.
- 

## Configure a Line Key on the Phone to Monitor a Single User's Line

You can configure busy lamp field on a phone line when a user needs to monitor a coworker's availability to handle calls.

You can configure the busy lamp field to work with any combination of speed dial or call pickup. For example, busy lamp field alone, busy lamp field and speed dial, busy lamp field and call pickup, or busy lamp field, speed dial, and call pickup can all be configured to work together. But speed dial alone requires a different configuration.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Phone**.
- Step 2** Select a line key on which to configure a busy lamp field.

- Step 3** Select **Disabled** to disable the extension.
- Step 4** In the **Extended Function** field, enter a string in this format:

```
fnc=blf ; sub=xxxx@$PROXY ; usr=yyyy@$PROXY
```

```
fnc=blf ; sub=xxxx@$PROXY ; ext=yyyy@$PROXY
```

Where:

- fnc=blf means function=busy lamp field
- sub=the URI to which the SUBSCRIBE message should be sent. For a BroadSoft server, this name must be identical to the name defined in the **List URI: sip:** parameter. xxxx is the name that is defined in **List URI: sip:** parameter. Replace xxxx with the exact defined name. \$PROXY is the server. Replace \$PROXY with the server address or name.
- usr/ext=the user that the busy lamp field monitors. yyyy is user id of the phone that the busy lamp field monitors. Replace yyyy with the exact user id of the monitored phone. \$PROXY is the server. Replace \$PROXY with the server address or name.

- Step 5** (Optional) You can configure the busy lamp field to work with any combination of speed dial or call pickup. To enable the busy lamp field to work with speed dial or call pickup, enter a string in the following format in the Extended Function field:

```
fnc=blf+sd+cp ; sub=xxxx@$PROXY ; usr=yyyy@$PROXY.
```

Where:

sd= speed dial

cp= call pickup

- Step 6** Click **Submit All Changes**.

## Configure Busy Lamp Field with Other Features

You can configure busy lamp field to work with other features on your key expansion module, such as speed dial, and call pickup. Use the information in the following table as a guide when selecting the correct string format.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- Step 1** Select **Voice > Att Console**.
- Step 2** Select a key expansion module line key.
- Step 3** Enter a string in the appropriate format.

| Feature                                                         | String Format                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Busy Lamp Field and Speed Dial                                  | <code>fnc=blf+sd;sub=xxx@proxy;ext=monitored userID@proxy.</code>                                                                                                                                                                                                                   |
| Busy Lamp Field, Speed Dial, and Call Pickup                    | <code>fnc=blf+sd+cp;sub=xxx@proxy;ext=monitored userID@proxy.</code>                                                                                                                                                                                                                |
| Busy Lamp Field, Speed Dial, and Park Notification              | <code>fnc=blf+sd;sub=xxx@proxy;ext=monitored userID@proxy.</code><br>This combination cannot be configured using the extended function. This combination is supported on Broadsoft servers only and it is configured using the BLF List and related configuration on the server.    |
| Busy Lamp Field, Speed Dial, Park Notification, and Call Pickup | <code>fnc=blf+sd+cp;sub=xxx@proxy;ext=monitored userID@proxy.</code><br>This combination cannot be configured using the extended function. This combination is supported on Broadsoft servers only and it is configured using the BLF List and related configuration on the server. |
| Busy Lamp Field and Park Notification                           | <code>fnc=blf;sub=xxx@proxy;ext=monitored userID@proxy.</code><br>This combination cannot be configured using the extended function. This combination is supported on Broadsoft servers only and it is configured using the BLF List and related configuration on the server.       |
| Busy Lamp Field, Park Notification, and Call Pickup             | <code>fnc=blf+cp;sub=xxx@proxy;ext=monitored userID@proxy.</code><br>This combination cannot be configured using the extended function. This combination is supported on Broadsoft servers only and it is configured using the BLF List and related configuration on the server.    |
| Busy Lamp Field and Call Pickup                                 | <code>fnc=blf+cp;sub=xxx@proxy;ext=monitored userID@proxy</code>                                                                                                                                                                                                                    |

**Step 4** Click **Submit All Changes**.

## Configure Alphanumeric Dialing

You can configure a phone so that the user of the phone can make a call by dialing alphanumeric characters instead of dialing only digits. In the phone web page, you can configure alphanumeric dialing with speed-dial, blf, and call pickup.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

**Step 1** Select **Voice > Ext**.

**Step 2** In the **Enable URI Dialing 1**, select **Yes** to enable alphanumeric dialing.

In the phone page, you can add a string on a line key in this format to enable speed dial with alphanumeric dialing capability:

```
fnc=sd;ext=xxxx.yyyy@$PROXY;nme=yyyy,xxxx
```

For example:

```
fnc=sd;ext=first.last@$PROXY;nme=Last,First
```

The above example will enable the user to dial "first.dial" to make a call.

**Note** The supported characters that you can use for alphanumeric dialing are a-z, A-Z, 0-9, -, \_, ., and +.

**Step 3** Click **Submit All Changes**.

---

## Configure a Paging Group (Multicast Paging)

You can configure multicast paging so that users can page all the phones at once or page a group of phones without involving a server. On the Configuration Utility page, you configure a phone as a part of a paging group and can subscribe them to the same multicast address. This enables users to direct pages to specific groups of phones. When you assign each paging group with a unique number, the user dials the paging group number to start paging. All phones that are subscribed to the same multicast address (also configured on the Configuration Utility page) receive the page. The user hears a paging tone of three short beeps when there is an incoming paging call.

Keep these things in mind:

- Your network must support multicasting so that all devices in the same paging group are able to join the corresponding multicast group.
- Paging groups must use even-numbered port numbers.
- If the phone is on an active call when a group page starts, the incoming page is ignored.
- Group paging is one way and uses the G711 codec. The paged phone can only listen to the call from the originator.
- Incoming pages are ignored when DND is enabled.
- When paging occurs, the speaker on the paged phones automatically powers on unless the handset or the headset is in use.
- If the phone is on an active call when a group page starts, the incoming page is ignored. When the call ends, the page is answered, if the page is active.
- When multiple pages occur, the pages are answered in chronological order. Until the active page ends, the next page is not answered.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

---

**Step 1** Select **Voice > Phone**.

**Step 2** In the **Multiple Paging Group Parameters** section, enter a string in the **Group Paging Script** field in this format:

```
pggrp=multicast-address:port;[name=xxxx;]num=yyy;[listen={yes|no}];
```

where:

- multicast-address = Multicast IP address of the phone that listens for and receives pages.
- port = Port on which to page; you must use different, even-number ports for each paging group.
  - Caution** Multicast paging doesn't work with odd-numbered ports.
- name (optional) = xxxx is the name of the paging group. Replace xxxx with a name. The name can consist maximum of 64 characters.
- num= yyy is a unique number that the user dials to access the paging group. Replace yyy with a number. The number can consist maximum of 64 characters and the allowed range is 1024 to 32767.
- listen = Indicates whether the phone listens on the page group. Only the first two groups with listen set to **yes** listen to group pages. If the field is not defined, the default value is **no**, so you must set this field to listen to the group pages.

You can add more paging groups by appending to the configuration string. Here is an example of several paging groups.

```
pggrp=224.168.168.168:34560;name=All;num=500;listen=yes;
pggrp=224.168.168.168:34562;name=GroupA;num=501;listen=yes;
pggrp=224.168.168.168:34564;name=GroupB;num=502;
pggrp=224.168.168.168:34566;name=GroupC;num=503;
```

This example creates four paging groups: **All**, **GroupA**, **GroupB**, and **GroupC**. Users dial 500 to send pages to all phones, 501 to send pages to phones configured as part of the **GroupA** group, 502 to send pages to phones configured as part of the **GroupB** group, and 503 to send pages to phones configured as part of the **GroupC** group. The configured phone receives pages directed to the **All** and **GroupA** groups.

**Step 3** Click **Submit All Changes**.

---

## Add Priority Paging

You can set paging priority. You no longer need to register the phone to send or receive a page and this feature is known as “Out of Band Paging” feature. You can configure maximum of five paging groups on the phone.

When a paging is initiated during an active call, your user sees an incoming page or outgoing page icons on the phone.

Priority has no impact during a regular page. Only when the phone receives a call during an active page, priority impacts the active call. Following scenarios explain how priority of an active page impacts an active call:

- PG\_PRI\_EMERGENT(Priority 0): If the phone receives a page with priority 0 during a call, the call will be put on hold. After the paging is complete, the call resumes.
- PG\_PRI\_IMPORTANT(Priority 1): If the phone receives a page with priority 1 during a call, the call and the page audio is mixed.
- PG\_PRI\_NORMAL (Priority 2): If the device receives a page with priority 2 during a call, the phone does not display any incoming page icon on the phone screen and the user only hears a notification tone. Once the call ends and if the page is still active, the user sees the paging notification on the phone.
- PG\_PRI\_MINOR (Priority 3): If the phone receives a page with priority 3 during a call, the page is ignored.

## Procedure

- Step 1** In the phone web page, select **Admin Login > Advanced > Voice > Phone**.
- Step 2** In the **Multipaging Group Parameters** section, enter a string in this format in the **Group Paging Script** field.
- ```
pggrp=multicast-address:port;[name=xxxx;]num=yyy;[listen={yes|no}]];pri=n
```
- where:
- multicast-address = Multicast IP address of the phone that listens for and receives pages.
  - port = Port on which to page; you must use different ports for each paging group.
  - name (optional) = xxxx is the name of the paging group. Replace xxxx with a name. The name can consist maximum of 64 characters.
  - num= yyy is a unique number that the user dials to access the paging group. Replace yyy with a number. The number can consist maximum of 64 characters and the allowed range is 1024 to 32767.
  - listen = Indicates whether the phone listens on the page group. Only the first two groups with listen set to yes listen to group pages. If the field is not defined, the default value is no, so you must set this field to listen to the group pages.
  - pri = n indicates the priority level of the paging. Priority level ranges from 0 to 4.

You can add more paging groups by appending to the configuration string and set the paging priority. Here is an example.

```
pggrp=224.168.168.168:34560;name=All;num=500;listen=yes;pri=0
pggrp=224.168.168.168:34562;name=GroupA;num=501;listen=yes;pri=1
pggrp=224.168.168.168:34564;name=GroupB;num=502;pri=2
pggrp=224.168.168.168:34566;name=GroupC;num=503;pri=3
```

This example creates four paging groups: All, GroupA, GroupB, and GroupC. Users dial 500 to send pages to all phones. If the phone receives a page on the “All” group during a call, the call will be put on hold.

User dials 501 to send pages to phones configured as part of the GroupA group. If the phone receives a page on the “GroupA” group during a call, the audio from page and call will be mixed.

User dials 502 to send pages to phones configured as part of the GroupB group. If the phone configured in GroupA receives a page during an active call, the paging UI will not show up on the device, and a notification tone will be played upon receiving the page. Once the active call ends, and if the page is still active, the paging UI will show up on the device.

User dials 503 to send pages to phones configured as part of the GroupC group. If the phone configured in GroupC receives a page during an active call, the page will be ignored.

**Step 3** Click **Submit All Changes**.

---

## Call Park

With call park, a call can be parked and then retrieved either from your phone or from another phone. The following LED colors display on the line key when this feature is configured:

- Green LED—Call park is successfully configured.
- Amber LED—Call park is not configured.
- Red slow blinking LED—A call is parked.

## Configure Call Park with Star Codes

You can configure call park so that the user can put a call on hold and then retrieve the call from either the user's phone or another phone.

When configuring call park, the Call Park Code and the Call Unpark Code must match the Feature Access Code configured on the server.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Regional**.
- Step 2** Enter **\*68** in the **Call Park Code** field.
- Step 3** Enter **\*88** in the **Call Unpark Code** field.
- Step 4** Click **Submit All Changes**.
- 

## Add Call Park to a Programmable Line Key

You can add call park to a line key to enable the user to temporarily store and retrieve calls. Call park is supported on private lines and shared lines.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).



## Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** Select a line key.
- Step 3** Select **Disabled** to disable the extension.
- Step 4** In the **Extended Function** field, enter a string in this format:
- For a private line, enter `fnc=prk ; sub=$USER@$PROXY ; nme=CallPark-Slot1`.
- For a shared line, enter `fnc=prk ; sub=$USER@$PROXY ; nme=Call-Park1 ; orbit=<DN of primary line>`.
- where:
- fnc= prk means function=call park
  - sub= 999999 is the phone to which the call parks. Replace 999999 with a numbers.
  - nme= XXXX is the name displayed on the phone for the call park line key. Replace XXXX with a name.
- Step 5** Click **Submit All Changes**.
- 

# Configuring Programmable Softkeys

You can customize the softkeys displayed on the phone. The default softkeys (when the phone is in an idle state) are Redial, Directory, Call Forward, and Do Not Disturb. Other softkeys are available during specific call states (for example, if a call is on hold, the Resume softkey displays).

## Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** Under **Programmable Softkeys**, edit the softkeys depending on the call state that you want the softkey to display. For more information, see [Programmable Softkeys, on page 174](#).
- In the Programmable Softkeys section, each phone state is displayed and the softkeys that are available to display during that state are listed. Each softkey is separated by a semicolon. Softkeys are shown in the format:
- ```
softkeyname |[ position ]
```
- where softkeyname is the name of the key and position is where the key is displayed on the IP phone screen. Positions are numbered, with position one displayed on the lower left of the IP phone screen, followed by positions two through four. Additional positions (over four) are accessed by pressing the right arrow key on the phone. If no position is given for a softkey, the key will float and appears in the first available empty position on the IP phone screen.

**Step 3** Click **Submit All Changes**.

---

## Customize a Programmable Softkey

The phone provides sixteen programmable softkeys (fields PSK1 through PSK16). You can define the fields by a speed-dial script.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
  - Step 2** In the **Programmable Softkeys** section, set the **Programmable Softkey Enable** to **Yes**.
  - Step 3** Select a programmable softkey number field on which to configure a phone feature.
  - Step 4** Enter the string for the programmable soft key. See the different types of programmable softkeys described in [Configure Speed Dial on a Programmable Softkey, on page 173](#).
  - Step 5** Click **Submit All Changes**.
- 

## Configuring Toggling for Programmable SoftKeys

You can configure programmable Softkeys (PSKs) to toggle, or switch between two PSK actions when you want a user to be able to switch between two star code actions that is defined for a PSK. For example, to configure a call forwarding on or off PSK that displays on the far lower left of the IP phone screen when the phone is idle.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Phone**.
- Step 2** In the **Programmable Softkeys** section, set the **Programmable Softkey Enable** to **Yes**.
- Step 3** To configure a speed dial PSK, enter the following in the PSK **number** field:

```
fnc=sd;ext=starcode@$PROXY;nme=name;ext2=starcode@PROXY;nme2=name2
```

Where:

- fnc= function of the key (speed dial)
- extensionname=extension being dialed or the star code action to perform
- nme= name of the first action

- ext2= the second extension being dialed or the star code action to perform
- nme2= name of the second action to perform

**Note** The **name** field displays on the softkey on the IP phone screen. We recommend a maximum of 10 characters for a phone. If more characters are used, the label might be truncated on the phone screen.

**Step 4** Edit the following:

- **Idle Key List:** Edit the field to add psk1|1 to the beginning of the string; for example:

```
psk1|1;em_login;acd_login;acd_logout;avail;unavail;
redial;dir;cfwd;dnd;lcr;pickup;gpickup;unpark;em_logout;
```

- **PSK1:**

```
fnc=sd;ext=*72@$PROXY;nme=CFOn;ext2=*73@$PROXY;nme2= CFOff;
```

**Note** In this example, a PSK is configured to toggle between turning call forwarding on and off using the “call forwarding on” star code (\*72) and the “call forwarding off” star code (\*73).

You can also configure an XML service on the programmable soft key. Enter the string in this format:

```
fnc=xml;url=http://xml.service.url;nme=name
```

**Step 5** Click **Submit All Changes**.

## Configure Speed Dial on a Programmable Softkey

You can configure programmable softkeys as speed dials. The speed dials can be extensions or phone numbers. You can also configure programmable softkeys with speed dials that perform an action that a vertical service activation code (or a star [\*] code) defines. For example, if you configure a programmable softkey with a speed dial for \*67, the call is placed on hold.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

**Step 1** Select **Voice > Phone**.

**Step 2** In the **Programmable Softkeys** section, set the **Programmable Softkey Enable** to **Yes**.

**Step 3** To configure a speed dial PSK, enter the following in the PSK **number** field:

```
fnc=sd;ext=extensionname/starcode@$PROXY;vid=n;nme=name
```

Where:

- fnc= function of the key (speed dial)
- extensionname=extension being dialed or the star code action to perform
- vid= n is the extension that the speed dial will dial out

- name is the name of the speed dial being configured

**Note** The **name** field displays on the softkey on the IP phone screen. We recommend a maximum of 10 characters for a phone. If more characters are used, the label might be truncated on the phone screen.

**Step 4** Edit the following:

- **Idle Key List:** Edit the field as described in the following example:

```
redial|1;newcall|2;dnd;psk1
```

If the user incorrectly configures the programmable softkey list features on the phone, the key list on the phone LCD does not update. For example:

- If a user enters **rdeial;newcall;cfwd** (redial has been misspelt), the key list is not updated and the user does not see any change on the LCD.
- If a user enters **redial;newcall;cfwd;delchar**, the user will not see a change on the LCD, as the delchar softkey is not allowed in the **Idle Key List**. Hence, this is an incorrect configuration of the programmable softkey list.

- **PSK1:**

```
fnc=sd;ext=5014@$PROXY;nme=sktest1
```

**Note** In this example, we are configuring a softkey on a phone as a speed dial number for extension 5014 (sktest1).

You can also configure an XML service on the programmable soft key. Enter the string in this format:

```
fnc=xml;url=http://xml.service.url;nme=name
```

**Step 5** Click **Submit All Changes**.

## Programmable Softkeys

| Keyword    | Key Label  | Definition                                                                             | Available Phone Status     |
|------------|------------|----------------------------------------------------------------------------------------|----------------------------|
| acd_login  | Agt signin | Logs user in to Automatic Call Distribution (ACD).                                     | Idle                       |
| acd_logout | AgtSignOut | Logs user out of ACD.                                                                  | Idle                       |
| answer     | Answer     | Answers an incoming call.                                                              | Ringing                    |
| astate     | Agt Status | Checks the ACD status.                                                                 | Idle                       |
| avail      | Avail      | Denotes that a user who is logged in to an ACD server has set his status as available. | Idle                       |
| barge      | Barge      | Allows another user to interrupt a shared call.                                        | Shared-Active, Shared-Held |

| Keyword        | Key Label                   | Definition                                                                                                                                                 | Available Phone Status                                                                                                      |
|----------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| bargesilent    | BargeSilent                 | Allows another user to interrupt a shared call with the mic disabled.                                                                                      | Shared-Active                                                                                                               |
| bxfer          | BlindXfer                   | Performs a blind call transfer (transfers a call without speaking to the party to whom the call is transferred). Requires that Blind Xfer Serv is enabled. | Connected                                                                                                                   |
| call (or dial) | Call                        | Calls the selected item in a list.                                                                                                                         | Dialing Input                                                                                                               |
| call info      | Call Info                   | Show call information                                                                                                                                      | Progressing                                                                                                                 |
| cancel         | Cancel                      | Cancels a call (for example, when conferencing a call and the second party is not answering).                                                              | Off-Hook                                                                                                                    |
| cfwd           | Forward / Clr fwd           | Forwards all calls to a specified number.                                                                                                                  | Idle, Off-Hook, Shared-Active, Hold, Shared-Held                                                                            |
| crdpause       | PauseRec                    | Pause recording                                                                                                                                            | Connected, Conferencing                                                                                                     |
| crdresume      | ResumeRec                   | Resume recording                                                                                                                                           | Connected, Conferencing                                                                                                     |
| crdstart       | Record                      | Start a recording                                                                                                                                          | Connected, Conferencing                                                                                                     |
| crdstop        | StopRec                     | Stop recording                                                                                                                                             | Connected, Conferencing                                                                                                     |
| conf           | Conference                  | Initiates a conference call. Requires that Conf Server is enabled and there are two or more calls that are active or on hold.                              | Connected                                                                                                                   |
| confLx         | Conf line                   | Conferences active lines on the phone. Requires that Conf Serv is enabled and there are two or more calls that are active or on hold.                      | Connected                                                                                                                   |
| delchar        | delChar -<br>backspace Icon | Deletes a character when entering text.                                                                                                                    | Dialing Input                                                                                                               |
| dir            | Dir                         | Provides access to phone directories.                                                                                                                      | Idle, Miss, Off-Hook (no input), Connected, Start-Xfer, Start-Conf, Conferencing, Hold, Ringing, Shared-Active, Shared-Held |
| disp_code      | DispCode                    | Enter Disposition Code                                                                                                                                     | Idle, Connected, Conferencing, Hold                                                                                         |

| Keyword                | Key Label       | Definition                                                                                                                                                               | Available Phone Status                                                                                                      |
|------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| dnd                    | DND / Clr Dnd   | Sets Do Not Disturb to prevent calls from ringing the phone.                                                                                                             | Idle, Off-Hook, Hold, Shared-Active, Shared-Held, Conferencing, Start-Conf, Start-Xfer                                      |
| emergency              | Emergency       | Enter emergency number                                                                                                                                                   | Connected                                                                                                                   |
| em_login (or signin)   | Sign in         | Logs user in to Extension Mobility.                                                                                                                                      | Idle                                                                                                                        |
| em_logout (or signout) | Sign out        | Logs user out of Extension Mobility.                                                                                                                                     | Idle                                                                                                                        |
| endcall                | End call        | Ends a call.                                                                                                                                                             | Connected, Start-Xfer, Start-Conf, Conferencing, Hold                                                                       |
| favorites              | Favorites       | Provides access to "Speed Dials".                                                                                                                                        | Idle, Miss, Off-Hook (no input), Connected, Start-Xfer, Start-Conf, Conferencing, Hold, Ringing, Shared-Active, Shared-Held |
| gpickup                | GrPickup        | Allows user to answer a call ringing on an extension by discovering the number of the ringing extension.                                                                 | Idle, Off-Hook                                                                                                              |
| hold                   | Hold            | Put a call on Hold.                                                                                                                                                      | Connected, Start-Xfer, Start-Conf, Conferencing                                                                             |
| ignore                 | Decline         | Ignores an incoming call.                                                                                                                                                | Ringing                                                                                                                     |
| ignoresilent           | Ignore          | Silences an incoming call                                                                                                                                                | Ringing                                                                                                                     |
| join                   | Join            | Connects a conference call. If the conference host is user A and users B & C are participants, when A presses "Join", A will drop off and users B & C will be connected. | Conferencing                                                                                                                |
| lcr                    | Call Rtn/lcr    | Returns the last missed call.                                                                                                                                            | Idle, Missed-Call, Off-Hook (no input)                                                                                      |
| left                   | Left arrow icon | Moves the cursor to the left.                                                                                                                                            | Dialing Input                                                                                                               |
| messages               | Messages        | Provides access to voicemail.                                                                                                                                            | Idle, Miss, Off-Hook (no input), Connected, Start-Xfer, Start-Conf, Conferencing, Hold, Ringing, Shared-Active, Shared-Held |
| miss                   | Miss            | Displays the list of missed calls.                                                                                                                                       | Missed-Call                                                                                                                 |

| Keyword  | Key Label             | Definition                                                                                                                                                    | Available Phone Status                                             |
|----------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| newcall  | New Call              | Begins a new call.                                                                                                                                            | Idle, Hold, Shared-Active, Shared-Held                             |
| option   | Option                | Opens a menu of input options.                                                                                                                                | Off-Hook                                                           |
| park     | Park                  | Puts a call on hold at a designated "park" number.                                                                                                            | Connected                                                          |
| phold    | PrivHold              | Puts a call on hold on an active shared line.                                                                                                                 | Connected                                                          |
| pickup   | PickUp                | Allows a user to answer a call ringing on another extension by entering the extension number.                                                                 | Idle, Off-Hook                                                     |
| recents  | Recents               | Displays the All calls list from call history.                                                                                                                | Idle, Off-Hook, Shared-Active, Shared-Held                         |
| redial   | Redial                | Displays the redial list.                                                                                                                                     | Idle, Connected, Start-Conf, Start-Xfer, Off-Hook (no input), Hold |
| resume   | Resume                | Resumes a call that is on hold.                                                                                                                               | Hold, Shared-Held                                                  |
| right    | Right arrow icon      | Moves the cursor to the right.                                                                                                                                | Dialing (input)                                                    |
| settings | Settings              | Provides access to "Information and Settings".                                                                                                                | All                                                                |
| starcode | Input Star Code/*code | Displays a list of star codes that can be selected.                                                                                                           | Off-Hook, Dialing (input)                                          |
| trace    | Trace                 | Trigger trace                                                                                                                                                 | Idle, Connected, Conferencing, Hold                                |
| unavail  | Unavail               | Denotes that a user who is logged in to an ACD server has set his status as unavailable.                                                                      | Idle                                                               |
| unpark   | Unpark                | Resumes a parked call.                                                                                                                                        | Idle, Off-Hook, Connected, Shared-Active                           |
| xfer     | Transfer              | Performs a call transfer. Requires that Attn Xfer Serv is enabled and there is at least one connected call and one idle call.                                 | Connected, Start-Xfer, Start-Conf                                  |
| xferlx   | Xfer line             | Transfers an active line on the phone to a called number. Requires that Attn Xfer Serv is enabled and there are two or more calls that are active or on hold. | Connected                                                          |

# Configure Provisioning Authority

You can set up provisioning authority so that users can access their personalized phone settings from other phones. For example, people who work different shifts or who work at different desks during the week can share an extension, yet have their own personalized settings.

The **Sign in** softkey appears on the phone when you enable provisioning authority on the phone. Users enter their usernames and passwords to access their personal phone settings. Users can also ignore the sign-in and use the phone as a guest. After users sign in, they have access to their personal directory numbers on the phone. When the user signs out, the phone reverts to a basic profile with limited features.

## Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

---

- Step 1** Select **Voice > Provisioning**.
- Step 2** In the **Configuration Profile** section, set the **Profile Rule** field to the phone configuration file's URL.
- Example:**  
http://192.0.2.1:80/dms/CP-MMxx-MPP/MMxxSystem.xml  
where,  
MM– Cisco IP Phone MM Series with Multiplatform Firmware (68, 78, or 88)  
MMxx– Cisco specific phone model (for example, 7841,7861, 8845, 8865 or 7832)
- Step 3** Select **Admin Login > advanced > Voice > Phone**.
- Step 4** Fill in the **EM Enable** and **EM User Domain** fields in the **Extension Mobility** section, based on the information provided in the phone configuration file.
- Step 5** Set the amount of time (in minutes) that the phone session will last for in the **Session Timer(m)** field. The phone signs out when the session times out.
- Step 6** Set the amount of time (in seconds) that the user has to cancel the sign-out in **Countdown Timer(s)**.
- Step 7** Choose input type of the password from the **Preferred Password Input Mode** field.  
For information on Extension Mobility fields, see [Extension Mobility, on page 269](#).  
Your user can also change the password input type from the phone.
- Step 8** (Optional) If the **Programmable Softkey Enable** field in the **Programmable Softkeys** section is set to **Yes**, add **signin** to **Idle Key List**.
- Example:**  
newcall|1;signin|2
- Step 9** Click **Submit All Changes**.
-



## Configure Provisioning Authority in the Phone Configuration File

You can enable provisioning authority in the default configuration file for your phones, so that you don't need to set up the feature manually for each phone.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** In the phone configuration file, set the following parameters:
- Set the Provisioning Authority profile rules in the **Profile\_Rule** parameters.
 

**Example:**

```
<Profile_Rule ua="na">("$EMS" eq "mobile" and "$MUID" ne "" and "$MPWD" ne "")?[--uid $MUID$PDOM --pwd $MPWD]
http://10.74.121.51:80/dms/CP-8851-3PCC/8851System.xml|http://10.74.121.51:80/dms/CP-8851-3PCC/8851System.xml</Profile_Rule>
```
  - Set the **EM\_Enable** parameter to **Yes**.
 

**Example:**

```
<EM_Enable ua="na">Yes</EM_Enable>
```
  - Enter the domain for the phone, or the authentication server in the **EM\_User\_Domain** parameter.
 

**Example:**

```
<EM_User_Domain ua="na">@10.74.121.51</EM_User_Domain>
```
- Step 2** Save the configuration file and upload it to your provisioning server.
- Step 3** Select **Voice > Provisioning**.
- Step 4** Enter the filepath to the configuration file in one of the **Profile Rule** fields.
- Example:**
- ```
http://<SERVER IP ADDRESS>:80/dms/td_8861/8861System.xml
```
- Step 5** Click **Submit All Changes**.
- 

## Enable Hoteling on a Phone

Set up the hotel feature on Broadworks and set the phone as a host or a guest.

### Procedure

- 
- Step 1** Select **Voice > Ext [n]** (where [n] is the extension number).
- Step 2** In the **Call Feature Settings** section, set **Enable Broadsoft Hoteling** to **Yes**.
- Step 3** Set the amount of time (in seconds) that the user can be signed in as a guest on the phone in **Hoteling Subscription Expires**.

**Step 4** Click **Submit All Changes**.

---

## Set the User Password

Users can set their own password on their phones, or you can set a password for them.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > System**.
  - Step 2** Set a password in the **User Password** field.
  - Step 3** Click **Submit All Changes**.
- 

## Download Problem Reporting Tool Logs

Users submit problem reports to you with the Problem Reporting Tool.

If you are working with Cisco TAC to troubleshoot a problem, they typically require the logs from the Problem Reporting Tool to help resolve the issue.

To issue a problem report, users access the Problem Reporting Tool and provide the date and time that the problem occurred, and a description of the problem. You need to download the problem report from the Configuration Utility page.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Info > Debug Info > Device Logs**.
  - Step 2** In the **Problem Reports** area, click the problem report file to download.
  - Step 3** Save the file to your local system and open the file to access the problem reporting logs.
- 

## Configure PRT Upload

You must use a server with an upload script to receive the problem reports that the user sends from the phone.

- If the URL specified in the **PRT Upload Rule** field is valid, users get a notification alert on the phone UI saying that they have successfully submitted the problem report.
- If the **PRT Upload Rule** field is empty or has an invalid URL, users get a notification alert on the phone UI saying that the data upload failed.

The phone uses an HTTP/HTTPS POST mechanism, with parameters similar to an HTTP form-based upload. The following parameters are included in the upload (utilizing multipart MIME encoding):

- devicename (example: "SEP001122334455")
- serialno (example: "FCH12345ABC")
- username (The user name is either the **Station Display Name** or the **User ID** of the extension. The **Station Display Name** is first considered. If this field is empty, then the **User ID** is chosen.)
- prt\_file (example: "probrep-20141021-162840.tar.gz")

You can generate PRT automatically at specific intervals and can define the PRT file name.

A sample script is shown below. This script is provided for reference only. Cisco does not provide support for the upload script installed on a customer's server.

```
<?php

// NOTE: you may need to edit your php.ini file to allow larger
// size file uploads to work.
// Modify the setting for upload_max_filesize
// I used: upload_max_filesize = 20M

// Retrieve the name of the uploaded file
$filename = basename($_FILES['prt_file']['name']);

// Get rid of quotes around the device name, serial number and username if they exist
$devicename = $_POST['devicename'];
$devicename = trim($devicename, "\"");

$serialno = $_POST['serialno'];
$serialno = trim($serialno, "\"");

$username = $_POST['username'];
$username = trim($username, "\"");

// where to put the file
$fullfilename = "/var/prtuploads/".$filename;

// If the file upload is unsuccessful, return a 500 error and
// inform the user to try again

if(!move_uploaded_file($_FILES['prt_file']['tmp_name'], $fullfilename)) {
    header("HTTP/1.0 500 Internal Server Error");
    die("Error: You must select a file to upload.");
}

?>
```

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > Provisioning**.
- Step 2** In the **Problem Report Tool** section, set the fields as described in the [Problem Report Tool, on page 254](#).  
You can also configure the parameters in the phone configuration file with XML(cfg.xml) code. Enter the string in this format:
- ```
<PRT_Upload_Rule ua="na">
http://64.101.234.132:8000//Users/abcd/uploads/prt/test-prt.tar.gz
</PRT_Upload_Rule>
<PRT_Upload_Method ua="na">POST</PRT_Upload_Method>
<PRT_Max_Timer ua="na">20</PRT_Max_Timer>
```
- Step 3** Click **Submit All Changes**.
- 

## Configure a Phone to Accept Pages Automatically

The Single Paging or Intercom feature enables a user to directly contact another user by phone. If the phone of the person being paged has been configured to accept pages automatically, the phone does not ring. Instead, a direct connection between the two phones is automatically established when paging is initiated.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > User**.
- Step 2** In the **Supplementary Services** section, choose **Yes** for the **Auto Answer Page** field.
- Step 3** Click **Submit All Changes**.
- 

## Server-Configured Paging

You can configure a paging group on a server so that users can page a group of phones. For more details, refer to your server documentation.

## Manage Phones with TR-069

You can use the protocols and standards defined in Technical Report 069 (TR-069) to manage phones. TR-069 explains the common platform for management of all phones and other customer-premises equipment (CPE) in large-scale deployments. The platform is independent of phone types and manufacturers.

As a bidirectional SOAP/HTTP-based protocol, TR-069 provides the communication between CPEs and Auto Configuration Servers (ACS).

For TR-069 Enhancements, see [TR-069 Parameter Comparison, on page 329](#).

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > TR-069**.
  - Step 2** Set up the fields as described in [TR-069, on page 302](#).
  - Step 3** Click **Submit All Changes**.
- 

## View TR-069 Status

When you enable TR-069 on a user phone, you can view status of TR-069 parameters on the Configuration page.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

Select **Info > Status > TR-069 Status**.

You can view status of TR-069 parameters in [TR-069, on page 302](#).

---

## Enable Electronic Hookswitch

The Electronic Hookswitch feature enables users to use headsets that electronically connect a wireless headset to a phone. Typically, the headset requires a base that plugs into the phone and communicates with the headset. Here are the supported headsets:

- Plantronics Savi 740

- Jabra PRO920
- Jabra PRO9400
- Sennheiser DW Pro1

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Voice > User**.
- Step 2** Set up the fields as described in [Audio Volume, on page 296](#).
- Step 3** Click **Submit All Changes**.
- 

## Report All Phone Issues from the Phone Web Page

If you are working with Cisco TAC to troubleshoot a problem, they typically require the logs from the Problem Reporting Tool to help resolve the issue. You can generate PRT logs using the phone web page and upload them to a remote log server.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Info > Debug Info**.
- Step 2** In the **Problem Reports** section, click **Generate PRT**.
- Step 3** Enter the following information in the **Report Problem** screen:
- Enter the date that you experienced the problem in the **Date** field. The current date appears in this field by default.
  - Enter the time that you experienced the problem in the **Time** field. The current time appears in this field by default.
  - In the **Select Problem** drop-down list box, choose the description of the problem from the available options.
- Step 4** Click **Submit** in the **Report Problem** screen.
- The Submit button is enabled only if you select a value in the **Select Problem** drop-down list box.
- You get a notification alert on the Phone Web page that indicates if the PRT upload was successful or not.
-

## Report a Phone Problem Remotely

You can initiate a phone problem report remotely. The phone generates a problem report using the Cisco Problem Report Tool (PRT), with the problem description “Remote PRT Trigger”. If you have configured an upload rule for problem reports, the phone uploads the problem report according to the upload rule.

You can see the status of the problem report generation and upload on the phone administration web page. When a problem report is successfully generated, you can download the problem report from the phone administration web page.

### Procedure

To initiate a phone problem report remotely, initiate a SIP-NOTIFY message from the server to the phone, with the Event specified as `prt-gen`.

## PRT Status

| Parameter             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PRT Generation Status | <p>The location of initiation and status of generation of the most recently initiated problem report.</p> <p>Problem reports may be initiated from the phone LCD user interface, from the phone administration web page, or remotely. See <a href="#">Report All Phone Issues from the Phone Web Page, on page 184</a> and <a href="#">Report a Phone Problem Remotely, on page 185</a> for details.</p> <p>XML tag in <code>status.xml</code>: <code>PRT_Generation_Status</code></p> |
| PRT Upload Status     | <p>The status of upload of the most recently initiated problem report.</p> <p>See <a href="#">Configure PRT Upload, on page 180</a> for information on configuring an upload rule for problem reports.</p> <p>XML tag in <code>status.xml</code>: <code>PRT_Upload_Status</code></p>                                                                                                                                                                                                   |

## Factory Reset the Phone with the Web UI Button

You can factory reset the phone from the phone web page. The reset only happens if the phone is idle. If the phone is not idle, the phone web page shows a message that the phone is busy and that you need to try again.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

- 
- Step 1** Select **Admin Login > advanced > Info > Debug Info**.
- Step 2** In the **Factory Reset** section, click **Factory Reset**.
- Step 3** Click **Confirm factory reset**.
- 

## Set up a Secure Extension

You can configure an extension to only accept secure calls. If the extension is configured to only accept secure calls then any calls the extension makes will be secure.

You can also configure a secured extension with XML services. Enter a string in this format:

```
<Secure_Call_Serv ua="na">Yes</Secure_Call_Serv>
<Secure_Call_Option_1_ ua="na">Optional</Secure_Call_Option_1_>
```

**Before you begin**

- Make sure that **Secure Call Serv** is enabled (set to **Yes**) in the **Supplementary Services** area on the **Voice > Phone** tab.
- Make sure that SIP Transport parameter of the extension is set to TLS.
- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

- 
- Step 1** Select **Voice > Ext(n)**.
- Step 2** In the **Call Feature Settings** section, in the **Secure Call Option** field, choose **Optional** to retain the current secure call option for the phone, or **Required** to reject nonsecure calls from other phones.
- Step 3** Click **Submit All Changes**.
- 

## Capture Packets

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).



## Procedure

---

- Step 1** Select **Info > Debug Info**.
- Step 2** In the **Problem Report Tool** section, click the **Start Packet Capture** button in the **Packet Capture** field.
- Step 3** Choose **All** to capture all packets that the phone receives and select **Host IP Address** to capture packets only when source or destination is the IP address of the phone.
- Step 4** Make phone calls to and from the selected phone.
- Step 5** When you want to stop the packet capture, click **Stop Packet Capture**.
- Step 6** Click **Submit**.  
You see a file in the **Capture File** field. This file contains the filtered packets.
- 

# Emergency Calls

## Emergency Call Support Background

Emergency call service providers can register a phone's location for each IP-based phone in a company. The location information server (LIS) transfers the emergency response location (ERL) to the phone. The phone stores its location during registration, after the phone restarts, and when a person signs in to the phone. The location entry can specify the street address, building number, floor, room, and other office location information.

When you place an emergency call, the phone transfers the location to the call server. The call server forwards the call and the location to the emergency call service provider. The emergency call service provider forwards the call and a unique call-back number (ELIN) to the emergency services. The emergency service or public safety answering point (PSAP) receives the phone location. The PSAP also receives a number to call you back, if the call disconnects.

See [Emergency Call Support Terminology, on page 188](#) for the terms used to describe emergency calls from the phone.

You insert the following parameters to obtain the phone's location for any phone extension number:

- **Company Identifier**—A Unique number (UUID) assigned to your company by the NG9-1-1 service provider.
- **Primary Request URL**—The HTTPS address of the primary server used to obtain the phone location.
- **Secondary Request URL**—The HTTPS address of a secondary server (backup) used to obtain the phone location.
- **Emergency Number**—A sequence of digits that identify an emergency call. You can specify multiple emergency numbers, by separating each emergency number with a comma.

Common emergency service numbers include:

- North America—911
- European countries—112
- Hong Kong—999

The phone requests new location information for the following activities:

- You register the phone with the call server.
- A person restarts the phone and the phone was previously registered with the call server.
- A guest signs in to the phone.
- You change the network interface used in the SIP registration. For example, change Wi-Fi to Ethernet.
- You change the IP address of the phone.

If all of the location servers do not send a location response, the phone re-sends the location request every two minutes.

## Emergency Call Support Terminology

The following terms describe emergency call support for the Cisco Multiplatform Phones.

- **Emergency Location ID Number (ELIN)**—A number used to represent one or more phone extensions that locate the person who dialed emergency services.
- **Emergency Response Location (ERL)**—A logical location that groups a set of phone extensions.
- **HTTP Enabled Location Delivery (HELD)**—An encrypted protocol that obtains the PIDF-LO location for a phone from a location information server (LIS).
- **Location Information Server (LIS)**—A server that responds to a SIP-based phone HELD request and provides the phone location using a HELD XML response.
- **Emergency Call Service Provider**—The company that responds to a phone HELD request with the phone's location. When you make an emergency call (which carries the phone's location), a call server routes the call to this company. The emergency call service provider adds an ELIN and routes the call to the emergency services (PSAP). If the call is disconnected, the PSAP uses the ELIN to reconnect with the phone used to make the emergency call.
- **Public Safety Answering Point (PSAP)**—Any emergency service (for example, fire, police, or ambulance) joined to the Emergency Services IP Network.
- **Universally Unique Identifier (UUID)**—A 128-bit number used to uniquely identify a company using emergency call support.

## Configure a Phone to Make Emergency Calls

### Before you begin

- Obtain the E911 Geolocation Configuration URLs and the company identifier for the phone from your emergency call services provider. You can use the same Geolocation URLs and company identifier for multiple phone extensions in the same office area.
- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

---

- Step 1** Click the **Voice > Ext *n***, where *n* is the phone extension number (1-10) of the phone web dialog.
- Step 2** In the **Dial Plan** area, set the **Emergency Number** to the digits that correspond to the customer emergency service numbers.
- To specify multiple emergency numbers, separate each emergency number with a comma.
- Step 3** In the **E911 Geolocation Configuration** area, set the **Company UUID** to the unique customer identifier obtained from your emergency call service provider.
- For example:
- ```
07072db6-2dd5-4aa1-b2ff-6d588822dd46
```
- Step 4** Specify the encrypted **Primary Request URL** to the main georedundant server. This location information server returns the location for this phone.
- For example:
- ```
https://prod.blueearth.com/e911Locate/held/held_request.action
```
- Step 5** Specify the encrypted **Secondary Request URL** for the backup server that can return location information.
- For example:
- ```
https://prod2.blueearth.com/e911Locate/held/held_request.action
```
- Step 6** Click **Submit All Changes**.
- 

# Configure the SIP Transport

For SIP messages, you can either specify the transport protocol of your choice, or, you can let the phone select the appropriate protocol automatically, for each extension.

When you set up automatic selection, the phone determines the transport protocol based on the Name Authority Pointer (NAPTR) records on the DNS server. The phone uses the protocol specified in the record that has the lowest order and preference. When there are multiple records with the same order and preference, the phone looks for a protocol within the records, in the following order of preference: 1. UDP, 2. TCP, and 3. TLS. The phone uses the first protocol that it finds, in that order of preference.

## Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

---

- Step 1** Select **Voice > Ext(n)**, where *n* is an extension number.
- Step 2** In the **SIP Settings** section, set the **SIP Transport** parameter as described in [SIP Settings, on page 280](#).

**Step 3** Click **Submit All Changes**.

---

## Block Non-Proxy SIP Messages to a Phone

You can disable the ability of the phone to receive incoming SIP messages from a non-proxy server. When you enable this feature, the phone only accepts SIP messages from:

- proxy server
- outbound proxy server
- alternative proxy server
- alternative outbound proxy server
- IN-Dialog message from proxy server and non-proxy server. For example: Call Session dialog and Subscribe dialog

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

**Step 1** Select **Voice > System**.

**Step 2** In the **System Configuration** section, set the **Block Nonproxy SIP** field as described in the [System Configuration, on page 225](#).

**Step 3** Click **Submit All Changes**.

---

## Configure a Privacy Header

A user privacy header in the SIP message sets user privacy needs from the trusted network.

You can set the user privacy header value for each line extension using the phone web page.

The privacy header options are:

- Disabled (default)
- none—The user requests that a privacy service applies no privacy functions to this SIP message.
- header—The user needs a privacy service to obscure headers which cannot be purged of identifying information.
- session—The user requests that a privacy service provide anonymity for the sessions.
- user—The user requests a privacy level only by intermediaries.
- id—The user requests that the system substitute an id that doesn't reveal the IP address or host name.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

- 
- Step 1** Select **Voice > Extension**.
- Step 2** In the **SIP Settings** section, set the **Privacy Header** field as described in the [SIP Settings, on page 280](#).
- Step 3** Click **Submit All Changes**.
- 

## Enable P-Early-Media Support

You can determine whether to include the P-Early-Media header in the SIP message of outgoing calls. The P-Early-Media header contains the status of the early media stream. If the status indicates that the network is blocking the early media stream, the phone plays the local ringback tone. Otherwise, the phone plays the early media while waiting for the call to be connected.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

- 
- Step 1** Select **Voice > Ext (n)**.
- Step 2** In the SIP Settings section, set the **P-Early-Media Support** field as described in [SIP Settings, on page 280](#).
- Step 3** Click **Submit All Changes**.
- 

## Peer Firmware Sharing

Peer Firmware Sharing (PFS) is a firmware distribution model which allows a Cisco IP phone to find other phones of the same model or series on the subnet and share updated firmware files when you need to upgrade multiple phones all at the same time. PFS uses Cisco Peer-to-Peer-Distribution Protocol (CPPDP) which is a Cisco proprietary protocol. With CPPDP, all the devices in the subnet form a peer-to-peer hierarchy, and then copy the firmware or the other files from peer devices to the neighboring devices. To optimize firmware upgrades, a root phone downloads the firmware image from the load server and then transfers the firmware to other phones on the subnet using TCP connections.

Peer firmware sharing:

- Limits congestion on TFTP transfers to centralized remove load servers.
- Eliminates the need to manually control firmware upgrades.
- Reduces phone downtime during upgrades when large numbers of phones are reset simultaneously.

**Note**

- Peer firmware sharing does not function unless multiple phones are set to upgrade at the same time. When a NOTIFY is sent with Event:resync, it initiates a resync on the phone. Example of an xml that can contain the configurations to initiate the upgrade:  

```
"Event:resync;profile="http://10.77.10.141/profile.xml"
```
- When you set the Peer Firmware Sharing Log server to an IP address and port, the PFS specific logs are sent to that server as UDP messages. This setting must be done on each phone. You can then use the log messages when troubleshooting issues related to PFS.

Peer\_Firmware\_Sharing\_Log\_Server specifies UDP Remote syslog server hostname and the port. The port defaults to the default syslog 514.

For example:

```
<Peer_Firmware_Sharing_Log_Server>192.168.5.5</ Peer_Firmware_Sharing_Log_Server>
```

To use this feature, enable PFS on the phones.

## Enable Peer Firmware Sharing

You can enable Peer Firmware Sharing (PFS) when you want a phone to find other phones of the same model or series on the subnet and share updated firmware files. The phones are organized into a hierarchy and one of the phones in that hierarchy acts as a root phone. After the hierarchy formation, the root phone downloads the firmware image from the load server and then transfers the firmware to other phones in the hierarchy.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Provisioning**.
  - Step 2** In the **Firmware Upgrade** section, set the **Peer Firmware Sharing** and the **Peer Firmware Sharing Log Server** fields as described in [Firmware Upgrade, on page 251](#).
  - Step 3** Click **Submit All Changes**.
- 

## Profile Authentication

Profile Authentication allows phone users to resynchronize the provisioning profile onto the phone. Authentication information is required while the phone tries to resynchronize and download configuration file for the first time and gets an HTTP or HTTPS 401 authentication error. When you enable this feature, the **Profile account setup** screen is displayed on the phone for the following situations:

- When the HTTP or HTTPS 401 authentication error occurs during first-time provisioning after the phone reboots

- When the profile account username and password are empty
- When there are no username and password in the Profile Rule

If the **Profile account setup** screen is missed or ignored, the user can also access the setup screen through the phone screen menu, or the **Setup** softkey, which displays only when no line on the phone is registered.

When you disable the feature, the **Profile account setup** screen doesn't display on the phone.

The username and password in the **Profile Rule** field have a higher priority than the profile account.

- When you provide a correct URL in the **Profile Rule** field without a username and password, the phone requires authentication or digest to resynchronize the profile. With the correct profile account, authentication passes. With an incorrect profile account, authentication fails.
- When you provide a correct URL in the **Profile Rule** field with a correct username and password, the phone requires authentication or digest to resynchronize the profile. The profile account is not used for phone resynchronization. Sign-in is successful.
- When you provide a correct URL in the **Profile Rule** field with an incorrect username and password, the phone requires authentication or digest to resynchronize the profile. The profile account isn't used for phone resynchronization. Sign-in always fails.
- When you provide an incorrect URL in the **Profile Rule** field, sign-in always fails.

## Specify the Profile Authentication Type

You can specify the profile authentication type from the phone administration web page.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Select <b>Voice &gt; Provisioning</b> .  |
| <b>Step 2</b> | In the <b>Configuration Profile</b> section, set the <b>Profile Authentication Type</b> field as described in the <a href="#">Configuration Profile, on page 242</a> . |
| <b>Step 3</b> | Click <b>Submit All Changes</b> .  |
- 

## Add Ignore Programmable Soft Key to Silence an Incoming Call

You can add the **Ignore** softkey on the phone. User can press this softkey to silence an incoming call when busy and don't want to be disturbed. When the user presses the softkey, the phone stops ringing, but the user gets a visual alert, and, can answer the phone call.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

---

- Step 1** Select **Voice > Phone**.
- Step 2** In the **Programmable Softkeys** section, set the **Programmable Softkey Enable** to **Yes**.
- Step 3** Enter the following values in the **Ring Key List** field:  
`answer|1;ignore|2;ignore|silent|3;`
- Step 4** Click **Submit All Changes**.
- 

## Enable BroadWorks Anywhere

You can configure a phone to allow a call to seamlessly be moved from one desk phone(location) to another mobile phone or desk phone(location).

When you enable this feature, the **Anywhere** menu is added into the phone screen. The user can use this menu to add multiple phones as locations to the extension. When there is an incoming call in that extension, all the added phones will ring and the user can answer the incoming call from any location. The locations list also gets saved to the BroadWorks XSI server.

**Before you begin**

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

**Procedure**

---

- Step 1** Select **Voice > Ext(n)**.
- Step 2** In the **XSI Line Service** section, set the **XSI Host Server**, **XSI Authentication Type**, **Login User ID**, **Login Password**, and **Anywhere Enable** field as described in the [XSI Line Service, on page 289](#).  
If you select **SIP Credentials** for **XSI Authentication Type**, you need to enter subscriber **Auth ID** and **Password** in the **Subscriber Information** section.
- Step 3** Click **Submit All Changes**.
-



# Sync the Block Caller ID Feature with the Phone and the BroadWorks XSI Server

You can sync the **Block caller id** status on the phone and the **Line ID Blocking** status on the BroadWorks XSI server. When you enable the synchronization, the changes that the user makes in the **Block caller id** settings also changes the BroadWorks server settings.

## Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

- 
- Step 1** Select **Voice > Ext(n)**.
  - Step 2** In the **XSI Line Service** section, set the **Block CID Enable** field as described in the [XSI Line Service, on page 289](#).
  - Step 3** Click **Submit All Changes**.
- 

# Enable Viewing BroadWorks XSI Call Logs on a Line

You can configure a phone to display recent call logs from either the BroadWorks server or the local phone. After you enable the feature, the Recents screen has a **Display recents from** menu and the user can choose the XSI call logs or the local call logs.

## Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

## Procedure

- 
- Step 1** Select **Voice > Phone**.
  - Step 2** In the **XSI Phone Service** section, set the **XSI Host Server**, **XSI Authentication Type**, **Login User ID**, **Login Password**, and **Directory Enable** fields as described in [XSI Phone Service, on page 270](#).  
If you select **SIP Credentials** for **XSI Authentication Type**, you need to enter **SIP Auth ID** and **SIP Password** in this section.
  - Step 3** Set the **CallLog Associated Line** and **Display Recents From** fields as described in [XSI Phone Service, on page 270](#).
- Note** The **Display recents from** menu doesn't appear in the **Recents** phone screen when you set the value of the **CallLog Enable** field to **No**,

**Step 4** Click **Submit All Changes**.

## DND and Call Forwarding Status Sync

You can configure the settings on the phone administration web page to enable status synchronization of do not disturb (DND) and call forwarding between the phone and the server.



There are two ways to synchronize the feature status:

- Feature Key Synchronization (FKS)
- XSI Synchronization

FKS uses SIP messages to communicate the feature status. XSI Synchronization uses HTTP messages. If both FKS and XSI synchronization are enabled, FKS takes precedent over XSI synchronization. See the table below for how FKS interacts with XSI synchronization.

**Table 21: Interaction Between FKS and XSI Synchronization**

Feature Key Sync	DND Enabled	CFWD Enabled	DND Sync	CFWD Sync
Yes	Yes	Yes	Yes (SIP)	Yes (SIP)
Yes	No	No	Yes (SIP)	Yes (SIP)
Yes	No	Yes	Yes (SIP)	Yes (SIP)
Yes	No	No	Yes (SIP)	Yes (SIP)
No	Yes	Yes	Yes (HTTP)	Yes (HTTP)
No	No	Yes	No	Yes (HTTP)
No	Yes	No	Yes (HTTP)	No
No	No	No	No	No

If a line key is configured with FKS or XSI synchronization and is also enabled with DND or call forwarding, the respective DND  icon or the call forwarding  icon is displayed next to the line key label. If the line key has a missed call, a voice message, or an urgent voicemail alert, the DND icon or the call forwarding icon is also displayed with the alert notification.

### Related Topics

[Enable Feature Key Sync](#), on page 197

[Enable Call Forwarding Status Sync via XSI Service](#), on page 197

[Enable DND Status Sync via XSI Service](#), on page 198

## Enable Feature Key Sync

When you enable the Feature Key Synchronization (FKS), the settings of call forwarding and do not disturb (DND) on the server are synchronized to the phone. The changes in DND and call forwarding settings made on the phone will also be synchronized to the server.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

- 
- Step 1** Select **Voice > Ext [n]** (where [n] is the extension number).
  - Step 2** In the **Call Feature Settings** section, set the **Feature Key Sync** field to **Yes**.
  - Step 3** Click **Submit All Changes**.

### Related Topics

- [DND and Call Forwarding Status Sync](#), on page 196
- [Enable Call Forwarding Status Sync via XSI Service](#), on page 197
- [Enable DND Status Sync via XSI Service](#), on page 198

## Enable Call Forwarding Status Sync via XSI Service

When call forwarding sync is enabled, the settings related to call forwarding on the server are synchronized to the phone. The changes in call forwarding settings made on the phone will also be synchronized to the server.



---

**Note** If XSI sync for call forwarding is enabled and the XSI host server or XSI account is not configured correctly, the phone user can't forward calls on the phone.

---

### Before you begin

- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).
- Configure the XSI host server and the corresponding credentials on the **Voice > Ext (n)** tab.
  - When using **Login Credentials** for XSI server authentication, enter **XSI Host Server**, **Login User ID**, and **Login Password** in the **XSI Line Service** section.
  - When using **SIP Credentials** for XSI server authentication, enter **XSI Host Server** and **Login User ID** in the **XSI Line Service** section, and **Auth ID** and **Password** in the **Subscriber Information** section.
- Disable Feature Key Sync (FKS) in **Call Feature Settings** section from **Voice > Ext (n)**.

## Procedure

---

- Step 1** Select **Voice > Ext [n]** (where [n] is the extension number).
- Step 2** Set the **CFWD Enable** field to **Yes**.
- Step 3** Click **Submit All Changes**.
- 

## Related Topics

- [DND and Call Forwarding Status Sync](#), on page 196
- [Enable Feature Key Sync](#), on page 197

# Enable DND Status Sync via XSI Service

When do not disturb (DND) sync is enabled, the DND setting on the server is synchronized to the phone. The changes in DND setting made on the phone will also be synchronized to the server.



**Note** If XSI sync for DND is enabled and the XSI host server or XSI account is not configured correctly, the phone user can't turn on DND mode on the phone.

---

## Before you begin

- Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).
- Configure the XSI host server and the corresponding credentials on the **Voice > Ext (n)** tab.
  - When using **Login Credentials** for XSI server authentication, enter **XSI Host Server**, **Login User ID**, and **Login Password** in the **XSI Line Service** section.
  - When using **SIP Credentials** for XSI server authentication, enter **XSI Host Server** and **Login User ID** in the **XSI Line Service** section, and **Auth ID** and **Password** in the **Subscriber Information** section.
- Disable Feature Key Synchronization (FKS) in **Call Feature Settings** section from **Voice > Ext (n)**.

## Procedure

---

- Step 1** Select **Voice > Ext [n]** (where [n] is the extension number).
- Step 2** Set the **DND Enable** field to **Yes**.
- Step 3** Click **Submit All Changes**.
- 

## Related Topics

- [DND and Call Forwarding Status Sync](#), on page 196
- [Enable Feature Key Sync](#), on page 197



## CHAPTER 11

# Corporate and Personal Directory Setup

- [Personal Directory Setup, on page 199](#)
- [LDAP Configuration, on page 199](#)
- [Configure BroadSoft Settings, on page 200](#)
- [Configure the XML Directory Service, on page 201](#)

## Personal Directory Setup

The Personal Directory allows a user to store a set of personal numbers.

Personal Directory consists of the following feature:

- Personal Address Book (PAB)

Users can use these methods to access Personal Directory features:

- From a web browser—Users can access the PAB and Speed Dials features from the Configuration Utility web page.
- From the Cisco IP Phone—Choose Contacts to search the corporate directory or the user personal directory.

To configure Personal Directory from a web browser, users must access their Configuration Utility. You must provide users with a URL and sign-in information.

## LDAP Configuration

The Cisco IP Phone supports Lightweight Directory Access Protocol (LDAP) v3. LDAP Corporate Directory Search allows a user to search a specified LDAP directory for a name, phone number, or both. LDAP-based directories, such as Microsoft Active Directory 2003 and OpenLDAP-based databases, are supported.

Users access LDAP from the **Directory** menu on their IP phone. An LDAP search returns up to 20 records.

The instructions in this section assume that you have the following equipment and services:

- An LDAP server, such as OpenLDAP or Microsoft Active Directory Server 2003.

## Prepare the LDAP Corporate Directory Search

### Procedure

---

- Step 1** Click **Admin Login** > **advanced** > **Voice** > **System**.
- Step 2** In the **IPv4 Settings** section, in the **Primary DNS** field, enter the IP address of the DNS server.  
This step is required only if you are using Active Directory with authentication set to MD5.
- Step 3** In the **Optional Network Configuration** section, in the **Domain** field, enter the LDAP domain.  
This step is required only if you are using Active Directory with authentication set to MD5.  
Some sites might not deploy DNS internally and instead use Active Directory 2003. In this case, it is not necessary to enter a Primary DNS address and an LDAP Domain. However, with Active Directory 2003, the authentication method is restricted to Simple.
- Step 4** Click the **Phone** tab.
- Step 5** In the **LDAP** section, use the **LDAP Dir Enable** drop-down list box to choose **Yes**.  
This action enables LDAP and causes the name that is defined in the **Corp Dir Name** field to appear in the phone directory.
- Step 6** Configure the LDAP fields as described in [LDAP, on page 273](#).
- Step 7** Click **Submit All Changes**.
- 

## Configure BroadSoft Settings

The BroadSoft directory service enables users to search and view their personal, group, or enterprise contacts. This application feature uses BroadSoft's Extended Services Interface (XSI).

To improve security, the phone firmware places access restrictions on the host server and directory name entry fields.

The phone uses two types of XSI authentication methods:

- User login credentials: The phone uses the XSI user id and password.
- SIP credentials: The register name and password of the SIP account registered on the phone. For this method, the phone can use the XSI user ID along with the SIP authentication credentials for the authentication.

### Procedure

---

- Step 1** In the phone web page, navigate to **Admin Login** > **advanced** > **Voice** > **Phone**.
- Step 2** In the **XSI Service** section, choose **Yes** from the **Directory Enable** drop down list box.
- Step 3** Set up the fields as described in [XSI Phone Service, on page 270](#).

**Step 4** Click **Submit All Changes**.

---

## Configure the XML Directory Service

### Procedure

---

- Step 1** In the Phone Web page, click **Admin Login > advanced > Voice > Phone**.
  - Step 2** In the **XML Directory Service Name** field, enter the name of XML directory.
  - Step 3** In the **XML Directory Service URL** field, enter the url where XML directory is located.
  - Step 4** In the **XML User Name** field, enter the username of XML service.
  - Step 5** In the **XML Password** field, enter the password of XML service.
  - Step 6** Click **Submit All Changes**.
-







## PART **V**

# Cisco IP Phone Troubleshooting

- [Monitoring Phone Systems, on page 205](#)
- [Troubleshooting, on page 305](#)
- [Maintenance, on page 319](#)





## CHAPTER 12

# Monitoring Phone Systems

---

- [Monitoring Phone Systems Overview](#), on page 205
- [Include a Device Identifier in Uploaded Syslog Messages](#), on page 205
- [Cisco IP Phone Status](#), on page 206
- [Cisco IP Phone Web Page](#), on page 211

## Monitoring Phone Systems Overview

You can view a variety of information about the phone using the phone status menu on the phone and the phone web pages. This information includes:

- Device information
- Network setup information
- Network statistics
- Device logs
- Streaming statistics

This chapter describes the information that you can obtain from the phone web page. You can use this information to remotely monitor the operation of a phone and to assist with troubleshooting.

### Related Topics

[Troubleshooting](#)

## Include a Device Identifier in Uploaded Syslog Messages

You can choose to include a device identifier in syslog messages that are uploaded to the syslog server. While the IP address of a phone may change over time, the device identifier does not change. This can ease the process of identifying the source of each message in a stream of incoming messages from multiple phones. The device identifier appears after the timestamp in each message.

### Before you begin

Configure a syslog sever for the phone to upload syslog messages. See **Syslog Server** in [Optional Network Configuration](#), on page 228 for details.

### Procedure

---

- Step 1** On the phone administration web page, go to **Voice > System > Optional Network Configuration**.
- Step 2** Configure the **Syslog Identifier** parameter as described in [Optional Network Configuration, on page 228](#).
- 

## Cisco IP Phone Status

The following sections describes how to view model information, status messages, and network statistics on the Cisco IP Phone.

- **Model Information:** Displays hardware and software information about the phone.
- **Status menu:** Provides access to screens that display the status messages, network statistics, and statistics for the current call.


You can use the information that displays on these screens to monitor the operation of a phone and to assist with troubleshooting.

You can also obtain much of this information, and obtain other related information, remotely through the phone web page.

## Display the Phone Information Window

### Procedure


---

- Step 1** Press **Applications** .
- Step 2** Select **Status > Product Information**.
- When a user password is set, a corresponding icon (lock or certificate) displays at the top-right corner of the phone screen.
- Step 3** To exit the Model Information screen, press **Back**.
- 

## View the Phone Status

### Procedure

---


- Step 1** Press **Applications** .
- Step 2** Select **Status > Phone Status > Phone Status**.
- You can view the following information:
- **Elapsed time**—Total time elapsed since the last reboot of the system

- **Tx (Packets)**—Transmitted packets from the phone.
  - **Rx (Packets)**—Received packets from the phone.
- 

## View the Status Messages on the Phone

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Status messages**.

You can view a log of the various phone statuses since provisioning was last done.

**Note** Status messages reflect UTC time and are not affected by the timezone settings on the phone.

- Step 3** Press **Back**.
- 

## View the Network Status

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Status** > **Network Status**.

You can view the following information:

- **Network type**—Indicates the type of Local Area Network (LAN) connection that the phone uses.
- **Network status**—Indicates if the phone is connected to a network.
- **IPv4 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
- **IPv6 status**—IP address of the phone. You can see information on IP address, Addressing type, IP status, Subnet mask, Default router, Domain Name Server (DNS) 1, DNS 2 of the phone.
- **VLAN ID**—VLAN ID of the phone.
- **MAC address**—Unique Media Access Control (MAC) address of the phone.
- **Host name**—Displays the current host name assigned to the phone.
- **Domain**—Displays the network domain name of the phone. Default: cisco.com
- **Switch port link**—Status of the switch port.
- **Switch port config**—Indicates speed and duplex of the network port.

- **PC port config**—Indicates speed and duplex of the PC port.
- **PC port link**—Indicates speed and duplex of the PC port.

## Display Call Statistics Window

You can access the Call Statistics screen on the phone to display counters, statistics, and voice-quality metrics of the most recent call.



**Note** You can also remotely view the call statistics information by using a web browser to access the Streaming Statistics web page. This web page contains additional RTCP statistics that are not available on the phone.

A single call can use multiple voice streams, but data is captured for only the last voice stream. A voice stream is a packet stream between two endpoints. If one endpoint is put on hold, the voice stream stops even though the call is still connected. When the call resumes, a new voice packet stream begins, and the new call data overwrites the former call data.

To display the Call Statistics screen for information about the latest voice stream, follow these steps:

### Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Status > Phone Status > Call Statistics**.
- Step 3** Press **Back**.

## Call Statistics Fields

The following table describes the items on the Call Statistics screen.

**Table 22: Call Statistics Items for the Cisco IP Phone**

Item	Description
Receiver Codec	Type of received voice stream (RTP streaming audio from codec): <ul style="list-style-type: none"> <li>• G.729</li> <li>• G.722</li> <li>• G.711 mu-law</li> <li>• G.711 A-law</li> <li>• OPUS</li> <li>• iLBC</li> </ul>

Item	Description
Sender Codec	Type of transmitted voice stream (RTP streaming audio from codec): <ul style="list-style-type: none"> <li>• G.729</li> <li>• G.722</li> <li>• G.711 mu-law</li> <li>• G.711 A-law</li> <li>• OPUS</li> <li>• iLBC</li> </ul>
Receiver Size	Size of voice packets, in milliseconds, in the receiving voice stream (RTP streaming audio).
Sender Size	Size of voice packets, in milliseconds, in the transmitting voice stream.
Rcvr Packets	Number of RTP voice packets that were received since voice stream opened. <p><b>Note</b> This number is not necessarily identical to the number of RTP voice packets that were received since the call began because the call might have been placed on hold.</p>
Sender Packets	Number of RTP voice packets that were transmitted since voice stream opened. <p><b>Note</b> This number is not necessarily identical to the number of RTP voice packets that were transmitted since the call began because the call might have been placed on hold.</p>
Avg Jitter	Estimated average RTP packet jitter (dynamic delay that a packet encounters when going through the network), in milliseconds, that was observed since the receiving voice stream opened.
Max Jitter	Maximum jitter, in milliseconds, that was observed since the receiving voice stream opened.
Receiver Discarded	Number of RTP packets in the receiving voice stream that were discarded (bad packets, too late, and so on). <p><b>Note</b> The phone discards payload type 19 comfort noise packets that Cisco Gateways generate, because they increment this counter.</p>

Item	Description
Rcvr Lost Packets	Missing RTP packets (lost in transit).
<b>Voice-Quality Metrics</b>	
Cumulative Conceal Ratio	Total number of concealment frames divided by total number of speech frames that were received from start of the voice stream.
Interval Conceal Ratio	Ratio of concealment frames to speech frames in preceding 3-second interval of active speech. If using voice activity detection (VAD), a longer interval might be required to accumulate 3 seconds of active speech.
Max Conceal Ratio	Highest interval concealment ratio from start of the voice stream.
Conceal Seconds	Number of seconds that have concealment events (lost frames) from the start of the voice stream (includes severely concealed seconds).
Severely Conceal Seconds	Number of seconds that have more than 5 percent concealment events (lost frames) from the start of the voice stream.
Latency	Estimate of the network latency, expressed in milliseconds. Represents a running average of the round-trip delay, measured when RTCP receiver report blocks are received.

## View the Customization State in the Configuration Utility

After the RC download from the EDOS server completes, you can view the customization state of a phone using the web interface.

Here are the descriptions of the remote customization states:

- Open—The phone has booted for the first time and is not configured.
- Aborted—Remote customization is aborted due to other Provisioning like DHCP options.
- Pending—The profile has been downloaded from the EDOS server.
- Custom-Pending—The phone has downloaded a redirect URL from the EDOS server.
- Acquired—In the profile downloaded from the EDOS server, there is a redirect URL for provision configuration. If the redirect URL download from the provisioning server is successful, this state is displayed.
- Unavailable—Remote customization has stopped because the EDOS server responded with an empty provisioning file and the HTTP response was 200 OK.



## Procedure

- Step 1** On the Phone Web page, select **Admin Login > Info > Status**.
- Step 2** In the **Product Information** section, you can view the customization state of the phone in the **Customization** field.
- If any provisioning is failing, you can view the details in the **Provisioning Status** section on the same page.

# Cisco IP Phone Web Page

This section describes the information that you can obtain from the phone web page. You can use this information to remotely monitor the operation of a phone and to assist with troubleshooting.

## Related Topics

- [Access the Phone Web Page](#), on page 80
- [Determine the IP Address of the Phone](#), on page 81
- [Allow Web Access to the Cisco IP Phone](#), on page 81

## Info

The fields on this tab are read-only and cannot be edited.

## Status

### System Information

Parameter	Description
Host Name	Displays the current host name assigned to the phone.
Domain	Displays the network domain name of the phone. Default: cisco.com
Primary NTP Server	Displays the primary NTP server assigned to the phone.
Secondary NTP Server	Displays the secondary NTP server assigned to the phone.

### IPv4 Information

Parameter	Description
IP Status	Indicates that the connection is established.

Parameter	Description
Connection Type	Indicates the type of internet connection for the phone: <ul style="list-style-type: none"> <li>• DHCP</li> <li>• Static IP</li> </ul>
Current IP	Displays the current IP address assigned to the IP phone.
Current Netmask	Displays the network mask assigned to the phone.
Current Gateway	Displays the default router assigned to the phone.
Primary DNS	Displays the primary DNS server assigned to the phone.
Secondary DNS	Displays the secondary DNS server assigned to the phone.

## IPv6 Information

Parameter	Description
IP Status	Indicates that the connection is established.
Connection Type	Indicates the type of internet connection for the phone: <ul style="list-style-type: none"> <li>• Static IP</li> <li>• DHCP</li> </ul>
Current IP	Displays the current IPv6 address assigned to the IP phone.
Prefix Length	Identifies number of bits of a global unicast IPv6 address that are part of the network. For example, if the IPv6 address is 2001:0DB8:0000:000b::/64, the number 64 identifies that the first 64 bits are part of the network.
Current Gateway	Displays the default router assigned to the phone.
Primary DNS	Displays the primary DNS server assigned to the phone.
Secondary DNS	Displays the secondary DNS server assigned to the phone.

## Reboot History

For information about reboot history, see [Reboot Reasons](#), on page 325.

## Product Information

Parameter	Description
Product Name	Model number of the phone.
Software Version	Version number of the phone firmware.
MAC Address	Hardware address of the phone.
Customization	For an RC unit, this field indicates whether the unit has been customized or not. Pending indicates a new RC unit that is ready for provisioning. If the unit has already retrieved its customized profile, this field displays the name of the company that provisioned the unit.
Serial Number	Serial number of the phone.
Hardware Version	Version number of the phone hardware.
Client Certificate	Status of the client certificate, which authenticates the phone for use in the ITSP network. This field indicates if the client certificate is properly installed in the phone.

## Downloaded Locale Package

Parameter	Description
Locale download status	Displays the downloaded locale package status.
Locale download URL	Displays the location from where the local package is downloaded.
Font download status	Displays the downloaded font file status.
Font download URL	Displays the location from where the font file is downloaded.

## Phone Status

Parameter	Description
Current Time	Current date and time of the system; for example, 08/06/14 1:42:56 a.m.
Elapsed Time	Total time elapsed since the last reboot of the system; for example, 7 days, 02:13:02.
SIP Messages Sent	Total number of SIP messages sent (including retransmissions).

Parameter	Description
SIP Bytes Sent	Total number of SIP messages received (including retransmissions).
SIP Messages Recv	Total number of bytes of SIP messages sent which includes retransmissions.
SIP Bytes Recv	Total number of bytes of SIP messages received (including retransmissions).
Network Packets Sent	Total number of network packets sent.
Network Packets Recv	Total number of network packets received.
External IP	External IP of the phone.
Operational VLAN ID	ID of the VLAN currently in use if applicable.
SW Port	Displays the type of Ethernet connection from the IP phone to the switch.
PC Port	Displays the type of Ethernet connection from PC Port.
Upgrade Status	Displays status of the last phone upgrade.
SW Port Config	Displays the type of SW port configuration.
PC Port Config	Displays the type of PC port configuration.
Last Successful Login	Displays the time when the phone has last successful log in.
Last Failed Login	Displays the time when the phone has last failed log in.

### Dot1x Authentication

Parameter	Description
Transaction status	Indicates if the phone is authenticated.
Protocol	Displays the protocol of the registered phone.

### Ext Status

Parameter	Description
Registration State	Shows “Registered” if the phone is registered, or “Not Registered” if the phone is not registered to the ITSP.
Last Registration At	Last date and time the line was registered.

Parameter	Description
Next Registration In Seconds	Number of seconds before the next registration renewal.
Message Waiting	Indicates whether message waiting is enabled or disabled.
Mapped SIP Port	Port number of the SIP port mapped by NAT.
Hoteling State	Indicates whether Hoteling is enabled or disabled.
Extended Function Status	Indicates whether extended function is enabled.

### Line Call Status

Parameter	Description
Call State	Status of the call.
Tone	Type of tone that the call uses.
Encoder	Codec used for encoding.
Decoder	Codec used for decoding.
Type	Direction of the call.
Remote Hold	Indicates whether the far end placed the call on hold.
Callback	Indicates whether the call was triggered by a call back request.
Mapped RTP Port	The port mapped for Real Time Protocol traffic for the call.
Peer Name	Name of the internal phone.
Peer Phone	Phone number of the internal phone.
Duration	Duration of the call.
Packets Sent	Number of packets sent.
Packets Recv	Number of packets received.
Bytes Sent	Number of bytes sent.
Bytes Recv	Number of bytes received.
Decode Latency	Number of milliseconds for decoder latency.
Jitter	Number of milliseconds for receiver jitter.

Parameter	Description
Round Trip Delay	Number of milliseconds for delay in the RTP-to-RTP interface round trip.
Packets Lost	Number of packets lost.
Loss Rate	The fraction of RTP data packets from the source lost since the beginning of reception. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).
Packet Discarded	The fraction of RTP data packets from the source lost since the beginning of reception. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).
Discard Rate	The fraction of RTP data packets from the source that have been discarded since the beginning of reception, due to late or early arrival, under-run or overflow at the receiving jitter buffer. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).
Burst Duration	The mean duration, expressed in milliseconds, of the burst periods that have occurred since the beginning of reception. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).
Gap Duration	The mean duration, expressed in milliseconds, of the gap periods that have occurred since the beginning of reception. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).
R-Factor	Voice quality metric that describes the segment of the call that is carried over this RTP session. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).
MOS-LQ	The estimated mean opinion score for listening quality (MOS-LQ) is a voice quality metric on a scale from 1 to 5, in which 5 represents excellent and 1 represents unacceptable. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).
MOS-CQ	The estimated mean opinion score for conversational quality (MOS-CQ) is defined as including the effects of delay and other effects that affect conversational quality. Defined in RFC-3611—RTP Control Protocol Extended Reports (RTCP XR).

**Paging Status**

Parameter	Description
Multicast Rx Pkts	Indicates Rx packets during a multicast paging.
Multicast Tx Pkts	Indicates Tx packets during a multicast paging.

**TR-069 Status**

Parameter	Description
TR-069 Feature	Indicates if TR-069 function is enabled or disabled.
Periodic Inform Time	Displays the inform time interval from CPE to ACS.
Last Inform Time	Indicates the last inform time.
Last Transaction Status	Displays the success or the failure status.
Last Session	Indicates the start and end time of the session.
ParameterKey	Displays the key for reference checkpoint for parameter set configured.

**PRT Status**

Parameter	Description
PRT Generation Status	<p>The location of initiation and status of generation of the most recently initiated problem report.</p> <p>Problem reports may be initiated from the phone LCD user interface, from the phone administration web page, or remotely. See <a href="#">Report All Phone Issues from the Phone Web Page, on page 184</a> and <a href="#">Report a Phone Problem Remotely, on page 185</a> for details.</p> <p>XML tag in <code>status.xml</code>: <code>PRT_Generation_Status</code></p>
PRT Upload Status	<p>The status of upload of the most recently initiated problem report.</p> <p>See <a href="#">Configure PRT Upload, on page 180</a> for information on configuring an upload rule for problem reports.</p> <p>XML tag in <code>status.xml</code>: <code>PRT_Upload_Status</code></p>

**Custom CA Status**

These fields display the status of provisioning using a custom Certificate Authority (CA).

Parameter	Description
Custom CA Provisioning Status	Indicates whether provisioning using a custom CA succeeded or failed: <ul style="list-style-type: none"> <li>• Last provisioning succeeded on mm/dd/yyyy HH:MM:SS;</li> <li>• Last provisioning failed on mm/dd/yyyy HH:MM:SS</li> </ul>
Custom CA Info	Displays information about the custom CA: <ul style="list-style-type: none"> <li>• Installed—Displays the “CN Value”, where “CN Value” is the value of the CN parameter for the Subject field in the first certificate.</li> <li>• Not Installed—Displays if no custom CA certificate is installed.</li> </ul>

Custom CA certificates are configured in the Provisioning tab. For more information about custom CA certificates, see the *Cisco IP Phone 7800 Series Multiplatform Phones Provisioning Guide*.

## Provisioning Status

Parameter	Description
Provisioning Profile	Displays the profile file name of the phone.
Provisioning Status 1	Displays the provisioning status (resync) of the phone.
Provisioning Status 2	
Provisioning Status 3	
Provisioning Failure Reason	Displays the reason for the failure of provisioning of the phone.



**Note** The Upgrade and Provisioning Status are displayed in reverse chronological order (like reboot history). Each entry gives the status, time, and reason.

## Debug Info

### Console Logs

Displays the syslog output of the phone in the reverse order, where messages is the latest one. The display includes hyperlinks to individual log files. The console log files include debug and error messages received on the phone and the time stamp reflects UTC time, regardless of the time zone settings.



Parameter	Description
Debug Message	Displays debug messages when you click <b>messages</b> link.

## Problem Reports

Parameter	Description
Report Problem	Displays the tab Generate PRT.
Prt file	Displays the file name of the PRT logs.
Packet Capture	Displays the tab <b>Start Packet Capture</b> . Click this tab to initiate capture packets. Click <b>All</b> to capture all packets that the phone receives or click <b>Host IP Address</b> to capture packets only when src/dest is the IP address of the phone.  You can also stop the capture process after initiating it.
Capture File	Displays the file that contains the captured packets. Download the file to see the packet details.

## Factory Reset

Parameter	Description
Factory Reset	Resets the phone when you click <b>Factory Reset</b> tab when the phone is idle.

## Download Status

### Firmware Upgrade Status

Parameter	Description
Firmware Upgrade Status 1	Displays the upgrade status (failed or succeeded) with reason for the same.
Firmware Upgrade Status 2	
Firmware Upgrade Status 3	

## Provisioning Status

Parameter	Description
Provisioning Status 1	Displays the provisioning status (resync) of the phone.
Provisioning Status 2	
Provisioning Status 3	

## Custom CA Status

Parameter	Description
Custom CA Provisioning Status	<p>Indicates whether provisioning using a custom CA succeeded or failed:</p> <ul style="list-style-type: none"> <li>• Last provisioning succeeded on mm/dd/yyyy HH:MM:SS;</li> <li>• Last provisioning failed on mm/dd/yyyy HH:MM:SS</li> </ul>
Custom CA Info	<p>Displays information about the custom CA:</p> <ul style="list-style-type: none"> <li>• Installed—Displays the “CN Value”, where “CN Value” is the value of the CN parameter for the Subject field in the first certificate.</li> <li>• Not Installed—Displays if no custom CA certificate is installed.</li> </ul>

## Network Statistics

### Ethernet Information

Parameter	Description
TxFrames	Total number of packets that the phone transmitted.
TxBroadcasts	Total number of broadcast packets that the phone transmitted.
TxMulticasts	Total number of multicast packets that the phone transmitted.
TxUnicasts	Total number of unicast packets that the phone transmitted.
RxFrames	Total number of packets received by the phone.
RxBroadcasts	Total number of broadcast packets that the phone received.

Parameter	Description
RxMulticasts	Total number of multicast packets that the phone received.
RxUnicasts	Total number of unicast packets that the phone received.

### Network Port Information

Parameter	Description
RxtotalPkt	Total number of packets that the phone received.
Rxunicast	Total number of unicast packets that the phone received.
Rxbroadcast	Total number of broadcast packets that the phone received.
Rxmcast	Total number of multicast packets that the phone received.
RxDropPkts	Total number of packets dropped.
RxUndersizePkts	The total number of packets received that are less than 64 octets long, which excludes framing bits, but includes FCS octets, and are otherwise well formed.
RxOversizePkts	The total number of packets received that are longer than 1518 octets, which excludes framing bits, but includes FCS octets, and are otherwise well formed.
RxJabbers	The total number of packets received that are longer than 1518 octets, which excludes framing bits, but includes FCS octets, and do not end with an even number of octets (alignment error), or had an FCS error.
RxAlignErr	Total number of packets between 64 and 1522 bytes in length that were received and that had a bad Frame Check Sequence (FCS).
Rxsize64	Total number of received packets, including bad packets, that were between 0 and 64 bytes in size.
Rxsize65to127	Total number of received packets, including bad packets, that were between 65 and 127 bytes in size.
Rxsize128to255	Total number of received packets, including bad packets, that were between 128 and 255 bytes in size.
Rxsize256to511	Total number of received packets, including bad packets, that were between 256 and 511 bytes in size.

Parameter	Description
Rxsize512to1023	Total number of received packets, including bad packets, that were between 512 and 1023 bytes in size.
Rxsize1024to1518	Total number of received packets, including bad packets, that were between 1024 and 1518 bytes in size.
TxtotalGoodPkt	Total number of good packets (multicast, broadcast, and unicast) that the phone received.
lldpFramesOutTotal	Total number of LLDP frames that the phone sent out.
lldpAgeoutsTotal	Total number of LLDP frames that timed out in the cache.
lldpFramesDiscardedTotal	Total number of LLDP frames that were discarded when any of the mandatory TLVs is missing, out of order, or contains out of range string length.
lldpFramesInErrorsTotal	Total number of LLDP frames that were received with one or more detectable errors.
lldpFramesInTotal	Total number of LLDP frames that the phone received.
lldpTLVDiscardedTotal	Total number of LLDP TLVs that were discarded.
lldpTLVUnrecognizedTotal	Total number of LLDP TLVs that were not recognized on the phone.
CDPNeighborDeviceId	Identifier of a device connected to this port that CDP discovered.
CDPNeighborIP	IP address of the neighbor device discovered that CDP discovered.
CDPNeighborPort	Neighbor device port to which the phone is connected discovered by CDP.
LLDPNeighborDeviceId	Identifier of a device connected to this port discovered by LLDP discovered.
LLDPNeighborIP	IP address of the neighbor device that LLDP discovered.
LLDPNeighborPort	Neighbor device port to which the phone connects that LLDP discovered.
PortSpeed	Speed and duplex information.

## Access Port Information

Parameter	Description
RxtotalPkt	Total number of packets that the phone received.
Rxunicast	Total number of unicast packets that the phone received.
Rxbroadcast	Total number of broadcast packets that the phone received.
Rxmcast	Total number of multicast packets that the phone received.
RxDropPkts	Total number of packets dropped.
RxUndersizePkts	The total number of packets received that are less than 64 octets long, which excludes framing bits, but includes FCS octets, and are otherwise well formed.
RxOversizePkts	The total number of packets received that are longer than 1518 octets, which excludes framing bits, but includes FCS octets, and are otherwise well formed.
RxJabbers	The total number of packets received that are longer than 1518 octets, which excludes framing bits, but includes FCS octets, and do not end with an even number of octets (alignment error), or had an FCS error.
RxAlignErr	Total number of packets between 64 and 1522 bytes in length that were received and that had a bad Frame Check Sequence (FCS).
Rxsize64	Total number of received packets, including bad packets, that were between 0 and 64 bytes in size.
Rxsize65to127	Total number of received packets, including bad packets, that were between 65 and 127 bytes in size.
Rxsize128to255	Total number of received packets, including bad packets, that were between 128 and 255 bytes in size.
Rxsize256to511	Total number of received packets, including bad packets, that were between 256 and 511 bytes in size.
Rxsize512to1023	Total number of received packets, including bad packets, that were between 512 and 1023 bytes in size.
Rxsize1024to1518	Total number of received packets, including bad packets, that were between 1024 and 1518 bytes in size.

Parameter	Description
TxtotalGoodPkt	Total number of good packets (multicast, broadcast, and unicast) that the phone received.
lldpFramesOutTotal	Total number of LLDP frames that the phone sent out.
lldpAgeoutsTotal	Total number of LLDP frames that timed out in the cache.
lldpFramesDiscardedTotal	Total number of LLDP frames that were discarded when any of the mandatory TLVs is missing, out of order, or contains out of range string length.
lldpFramesInErrorsTotal	Total number of LLDP frames that were received with one or more detectable errors.
lldpFramesInTotal	Total number of LLDP frames that the phone received.
lldpTLVDiscardedTotal	Total number of LLDP TLVs that were discarded.
lldpTLVUnrecognizedTotal	Total number of LLDP TLVs that were not recognized on the phone.
CDPNeighborDeviceId	Identifier of a device connected to this port that CDP discovered.
CDPNeighborIP	IP address of the neighbor device discovered that CDP discovered.
CDPNeighborPort	Neighbor device port to which the phone is connected discovered by CDP.
LLDPNeighborDeviceId	Identifier of a device connected to this port discovered by LLDP discovered.
LLDPNeighborIP	IP address of the neighbor device that LLDP discovered.
LLDPNeighborPort	Neighbor device port to which the phone connects that LLDP discovered.
PortSpeed	Speed and duplex information.

# Voice

## System

### System Configuration

Parameter	Description
Restricted Access Domains	This feature is used when implementing software customization.
Enable Web Server	Enable/disable web server of the IP phone. Default: Yes
Enable Protocol	Choose the type of protocol: <ul style="list-style-type: none"> <li>• Http</li> <li>• Https</li> </ul> <p>If you specify the HTTPS protocol, you must include <b>https:</b> in the URL.</p> <p>Default: Http</p>
Enable Direct Action Url	Enables the direct action of the URL. Default: Yes
Session Max Timeout	Allows you to enter maximum timeout of the session. Default: 3600
Session Idle Timeout	Allows you to enter idle timeout of the session. Default: 3600
Web Server Port	Allows you to enter port number of the phone web user interface. Default: 80 <ul style="list-style-type: none"> <li>• 80 for protocol HTTP.</li> <li>• 443 for protocol HTTPS.</li> </ul> <p>If you specify a port number other than the default value for that protocol, you must include the nondefault port number in the server URL.</p> <p>Example: <b>https://192.0.2.1:999/admin/advanced</b></p>
Enable Web Admin Access	Allows you to enable or disable local access to the phone web user interface. Select Yes or No from the drop-down menu. Default: Yes

Parameter	Description
Admin Password	Allows you to enter password for the administrator. Default: Blank
User Password	Allows you to enter password for the user. Default: Blank
Phone-UI-readonly	Allows you to make the phone menus and options that the phone users see as read-only fields. Default: No
Phone-UI-User-Mode	Allows you to restrict the menus and options that phone users see when they use the phone interface. Choose yes to enable this parameter and restrict access. Default: No Specific parameters are then designated as “na”, “ro”, or “rw” using provisioning files. Parameters designated as “na” don't appear on the phone screen. Parameters designated as “ro” aren't editable by the user. Parameters designated as “rw” are editable by the user.
Block Nonproxy SIP	Enables or disables the phone receiving SIP messages from non-proxy server. If you choose <b>Yes</b> , the phone blocks any incoming non-proxy SIP messages except IN-dialog message. If you choose <b>No</b> , the phone does not block any incoming non-proxy SIP messages. Set <b>Block Nonproxy SIP</b> to No for phones that use TCP or TLS to transport SIP messages. Nonproxy SIP messages transported over TCP or TLS are blocked by default. Default: No

## Network Settings

Parameter	Description
IP Mode	Allows you to select the internet protocol mode in which the phone operates. Options are: IPv4 Only, IPv6 Only, and Dual Mode. In dual mode, the phone can have both IPv4 and IPv6 addresses. Default: Dual Mode



## IPv4 Settings

Parameter	Description
Connection Type	Internet connection type that is configured for the phone. Options are DHCP and Static IP. Default: DHCP
NetMask	Subnet mask of the phone.
Static IP	IP address of the phone.
Gateway	IP address of the gateway.
Primary DNS	Primary Domain Name Server (DNS) assigned to the phone.
Secondary DNS	Secondary Domain Name Server (DNS) if assigned to the phone.

## IPv6 Settings

Parameter	Description
Connection Type	Internet connection type that is configured for the phone. Options are DHCP and Static IP. Default: DHCP
Static IP	IPv6 address of the phone.
Prefix Length	Identifies number of bits of a global unicast IPv6 address that are part of the network. For example, if the IPv6 address is 2001:0DB8:0000:000b::/64, the number 64 identifies that the first 64 bits are part of the network.
Gateway	IP address of the gateway.
Primary DNS	Primary Domain Name Server (DNS) assigned to the phone.
Secondary DNS	Secondary Domain Name Server (DNS) if assigned to the phone.
Broadcast Echo	Options are Disabled and Enabled. Default: Disabled
Auto Config	When enabled, phone generates an IPv6 address by default with the prefix length sent from the router. Options are Disabled and Enabled. Default: Enabled

## 802.1X Authentication

Parameter	Description
Enable 802.1X Authentication	Enables/disables 802.1X Default: No

## Optional Network Configuration

Parameter	Description
Host Name	The hostname of the Cisco IP Phone.
Domain	The network domain of the Cisco IP Phone. If you are using LDAP, see <a href="#">LDAP Configuration, on page 199</a> .
DNS Server Order	Specifies the method for selecting the DNS server: <ul style="list-style-type: none"> <li>• Manual, DHCP</li> <li>• Manual</li> <li>• DHCP,Manual</li> </ul>
DNS Query Mode	Specified mode of DNS query. <ul style="list-style-type: none"> <li>• Parallel</li> <li>• Sequential</li> </ul>
DNS Caching Enable	When set to Yes, the DNS query results are not cached. Default: Yes
Switch Port Config	Allows you to select speed and duplex of the network port. Values are: <ul style="list-style-type: none"> <li>• Auto</li> <li>• 10MB half</li> <li>• 10MB full</li> <li>• 100 MB half</li> <li>• 100MB full</li> <li>• 100 half</li> <li>• 1000 full</li> </ul>

Parameter	Description
PC Port Config	<p>Allows you to select Speed and duplex of the Computer (access) port.</p> <ul style="list-style-type: none"> <li>• Auto</li> <li>• 10MB half</li> <li>• 10MB full</li> <li>• 100 MB half</li> <li>• 100MB full</li> <li>• 100 half</li> <li>• 1000 full</li> </ul>
PC PORT Enable	<p>Specifies if PC port is enabled. Options are Yes or No.</p>
Enable PC Port Mirror	<p>Adds the ability to port mirror on the PC port. When enabled, you can see the packets on the phone. Select <b>Yes</b> to enable PC port mirroring and select <b>No</b> to disable it.</p>
Syslog Server	<p>Specify the syslog server name and port. This feature specifies the server for logging IP phone system information and critical events. If both Debug Server and Syslog Server are specified, Syslog messages are also logged to the Debug Server.</p>

Parameter	Description
Syslog Identifier	<p>Select the device identifier to include in syslog messages that are uploaded to the syslog server. The device identifier appears after the timestamp in each message.</p> <ul style="list-style-type: none"> <li>• None: No device identifier.</li> <li>• \$MA: The MAC address of the phone, expressed as continuous lower case letters and digits. Example: c4b9cd811e29</li> <li>• \$MAU: The MAC address of the phone, expressed as continuous upper case letters and digits. Example: C4B9CD811E29</li> <li>• \$MAC: The MAC address of the phone in the standard colon-separated format. Example: c4:b9:cd:81:1e:29</li> <li>• \$SN: The product serial number of the phone.</li> </ul> <p>Default: None</p> <p>Example XML configuration:</p> <pre>&lt;Syslog_Identifier ua="na"&gt;\$MAC&lt;/Syslog_Identifier&gt;</pre>
Debug Level	<p>The debug level from 0 to 2. The higher the level, the more debug information is generated. Zero (0) means that no debug information is generated. To log SIP messages, you must set the Debug Level to at least 2.</p> <p>Default: 0</p>
Primary NTP Server	<p>IP address or name of the primary NTP server used to synchronize its time.</p> <p>Default: Blank</p>
Secondary NTP Server	<p>IP address or name of the secondary NTP server used to synchronize its time.</p> <p>Default: Blank</p>
Enable SSLv3	<p>Choose Yes to enable SSLv3. Choose No to disable.</p> <p>Default: No</p>

## VLAN Settings

Parameter	Description
Enable VLAN	Choose <b>Yes</b> to enable VLAN. Choose <b>No</b> to disable.

Parameter	Description
Enable CDP	Enable CDP only if you are using a switch that has Cisco Discovery Protocol. CDP is negotiation based and determines which VLAN the IP phone resides in.
Enable LLDP-MED	<p>Choose <b>Yes</b> to enable LLDP-MED for the phone to advertise itself to devices that use that discovery protocol.</p> <p>When the LLDP-MED feature is enabled, after the phone has initialized and Layer 2 connectivity is established, the phone sends out LLDP-MED PDU frames. If the phone receives no acknowledgment, the manually configured VLAN or default VLAN will be used if applicable. If the CDP is used concurrently, the waiting period of 6 seconds is used. The waiting period will increase the overall startup time for the phone.</p>
Network Startup Delay	Setting this value causes a delay for the switch to get to the forwarding state before the phone will send out the first LLDP-MED packet. The default delay is 3 seconds. For configuration of some switches, you might need to increase this value to a higher value for LLDP-MED to work. Configuring a delay can be important for networks that use Spanning Tree Protocol.
VLAN ID	If you use a VLAN without CDP (VLAN enabled and CDP disabled), enter a VLAN ID for the IP phone. Note that only voice packets are tagged with the VLAN ID. Do not use 1 for the VLAN ID.
PC Port VLAN ID	VLAN ID for the PC port.
DHCP VLAN Option	<p>A predefined DHCP VLAN option to learn the voice VLAN ID. You can use the feature only when no voice VLAN information is available by CDP/LLDP and manual VLAN methods. CDP/LLDP and manual VLAN are all disabled.</p> <p>Valid values are:</p> <ul style="list-style-type: none"> <li>• Null</li> <li>• 128 to 149</li> <li>• 151 to 158</li> <li>• 161 to 254</li> </ul> <p>Set the value to Null to disable DHCP VLAN option. Cisco recommends that you use DHCP Option 132.</p>

## Inventory Settings

Parameter	Description
Asset ID	<p>Provides the ability to enter an asset ID for inventory management when using LLDP-MED. The default value for Asset ID is empty. Enter a string of less than 32 characters if you are using this field.</p> <p>The Asset ID can be provisioned only by using the web management interface or remote provisioning. The Asset ID is not displayed on the phone screen.</p> <p>Changing the Asset ID field causes the phone to reboot.</p>

## SIP

## SIP Parameters

Parameter	Description
Max Forward	<p>SIP Max Forward value, which can range from 1 to 255.</p> <p>Default: 70</p>
Max Redirection	<p>Number of times an invite can be redirected to avoid an infinite loop.</p> <p>Default: 5</p>
Max Auth	<p>Maximum number of times (from 0 to 255) a request can be challenged.</p> <p>Default: 2</p>
SIP User Agent Name	<p>Used in outbound REGISTER requests.</p> <p>Default: \$VERSION</p> <p>If empty, the header is not included. Macro expansion of \$A to \$D corresponding to GPP_A to GPP_D allowed</p>
SIP Server Name	<p>Server header used in responses to inbound responses.</p> <p>Default: \$VERSION</p>
SIP Reg User Agent Name	<p>User-Agent name to be used in a REGISTER request. If this is not specified, the SIP User Agent Name is also used for the REGISTER request.</p> <p>Default: Blank</p>

Parameter	Description
SIP Accept Language	Accept-Language header used. To access, click the SIP tab, and fill in the SIP Accept Language field.  There is no default. If empty, the header is not included.
DTMF Relay MIME Type	MIME Type used in a SIP INFO message to signal a DTMF event. This field must match that of the Service Provider.  Default: application/dtmf-relay
Hook Flash MIME Type	MIME Type used in a SIPINFO message to signal a hook flash event.
Remove Last Reg	Enables you to remove the last registration before registering a new one if the value is different. Select yes or no from the drop-down menu.
Use Compact Header	If set to yes, the phone uses compact SIP headers in outbound SIP messages. If inbound SIP requests contain normal headers, the phone substitutes incoming headers with compact headers. If set to no, the phones use normal SIP headers. If inbound SIP requests contain compact headers, the phones reuse the same compact headers when generating the response, regardless of this setting.  Default: No
Escape Display Name	Enables you to keep the Display Name private.  Select Yes if you want the IP phone to enclose the string (configured in the Display Name) in a pair of double quotes for outbound SIP messages.  Default: Yes.
Talk Package	Enables support for the BroadSoft Talk Package that lets users answer or resume a call by clicking a button in an external application.  Default: No
Hold Package	Enables support for the BroadSoft Hold Package, which lets users place a call on hold by clicking a button in an external application.  Default: No
Conference Package	Enables support for the BroadSoft Conference Package that enables users to start a conference call by clicking a button in an external application.  Default: No

Parameter	Description
RFC 2543 Call Hold	<p>If set to yes, unit includes c=0.0.0.0 syntax in SDP when sending a SIP re-INVITE to the peer to hold the call. If set to no, unit will not include the c=0.0.0.0 syntax in the SDP. The unit will always include a=sendonly syntax in the SDP in either case.</p> <p>Default: Yes</p>
Random REG CID on Reboot	<p>If set to yes, the phone uses a different random call-ID for registration after the next software reboot. If set to no, the Cisco IP phone tries to use the same call-ID for registration after the next software reboot. The Cisco IP phone always uses a new random Call-ID for registration after a power-cycle, regardless of this setting.</p> <p>Default: No.</p>
SIP TCP Port Min	<p>Specifies the lowest TCP port number that can be used for SIP sessions.</p> <p>Default: 5060</p>
SIP TCP Port Max	<p>Specifies the highest TCP port number that can be used for SIP sessions.</p> <p>Default: 5080</p>
Caller ID Header	<p>Provides the option to take the caller ID from PAID-RPID-FROM, PAID-FROM, RPID-PAID-FROM, RPID-FROM, or FROM header.</p> <p>Default: PAID-RPID-FROM</p>
Hold Target Before Refer	<p>Controls whether to hold call leg with transfer target before sending REFER to the transferee when initiating a fully-attended call transfer (where the transfer target has answered).</p> <p>Default: No</p>
Dialog SDP Enable	<p>When enabled and the Notify message body is too big causing fragmentation, the Notify message xml dialog is simplified; Session Description Protocol (SDP) is not included in the dialog xml content.</p>
Keep Referee When Refer Failed	<p>If set to yes, it configures the phone to immediately handle NOTIFY sipfrag messages.</p>
Display Diversion Info	<p>Display the Diversion info included in SIP message on LCD or not.</p>



Parameter	Description
Display Anonymous From Header	Show the caller ID from the SIP INVITE message "From" header when set to Yes, even if the call is an anonymous call. When the parameter is set to no, the phone displays "Anonymous Caller" as the caller ID.
Sip Accept Encoding	Supports the content-encoding gzip feature. The options are none and gzip.  If gzip is selected, the SIP message header contains the string "Accept-Encoding: gzip", and the phone is able to process the SIP message body, which is encoded with the gzip format.
Disable Local Name To Header	The options are No and Yes. If No is selected, no changes are made. The default value is No.  If Yes is selected, it disables the display name in "Directory", "Call History", and in the "To" header during an outgoing call.
SIP IP Preference	Sets if the phone uses IPv4 or IPv6.  Default: IPv4.

**SIP Timer Values (sec)**

Parameter	Description
SIP T1	RFC 3261 T1 value (RTT estimate) that can range from 0 to 64 seconds.  Default: 0.5 seconds
SIP T2	RFC 3261 T2 value (maximum retransmit interval for non-INVITE requests and INVITE responses) that can range from 0 to 64 seconds.  Default: 4 seconds
SIP T4	RFC 3261 T4 value (maximum duration a message remains in the network), which can range from 0 to 64 seconds.  Default: 5 seconds.
SIP Timer B	INVITE time-out value, which can range from 0 to 64 seconds.  Default: 16 seconds.
SIP Timer F	Non-INVITE time-out value, which can range from 0 to 64 seconds.  Default: 16 seconds.

Parameter	Description
SIP Timer H	INVITE final response, time-out value, which can range from 0 to 64 seconds. Default: 16 seconds.
SIP Timer D	ACK hang-around time, which can range from 0 to 64 seconds. Default: 16 seconds.
SIP Timer J	Non-INVITE response hang-around time, which can range from 0 to 64 seconds. Default: 16 seconds.
INVITE Expires	INVITE request Expires header value. If you enter 0, the Expires header is not included in the request. Ranges from 0 to 2000000. Default: 240 seconds
ReINVITE Expires	ReINVITE request Expires header value. If you enter 0, the Expires header is not included in the request. Ranges from 0 to 2000000. Default: 30
Reg Min Expires	Minimum registration expiration time allowed from the proxy in the Expires header or as a Contact header parameter. If the proxy returns a value less than this setting, the minimum value is used.
Reg Max Expires	Maximum registration expiration time allowed from the proxy in the Min-Expires header. If the value is larger than this setting, the maximum value is used.
Reg Retry Intvl	Interval to wait before the Cisco IP Phone retries registration after failing during the last registration. The range is from 1 to 2147483647 Default: 30 See the note below for additional details.
Reg Retry Long Intvl	When registration fails with a SIP response code that does not match <Retry Reg RSC>, the Cisco IP Phone waits for the specified length of time before retrying. If this interval is 0, the phone stops trying. This value should be much larger than the Reg Retry Intvl value, which should not be 0. Default: 1200 See the note below for additional details.

Parameter	Description
Reg Retry Random Delay	Random delay range (in seconds) to add to <Register Retry Intvl> when retrying REGISTER after a failure. Minimum and maximum random delay to be added to the short timer. The range is from 0 to 2147483647.  Default: 0
Reg Retry Long Random Delay	Random delay range (in seconds) to add to <Register Retry Long Intvl> when retrying REGISTER after a failure.  Default: 0
Reg Retry Intvl Cap	Maximum value of the exponential delay. The maximum value to cap the exponential backoff retry delay (which starts at the Register Retry Intvl and doubles every retry). Defaults to 0, which disables the exponential backoff (that is, the error retry interval is always at the Register Retry Intvl). When this feature is enabled, the Reg Retry Random Delay is added to the exponential backoff delay value. The range is from 0 to 2147483647.  Default: 0
Sub Min Expires	Sets the lower limit of the REGISTER expires value returned from the Proxy server.
Sub Max Expires	Sets the upper limit of the REGISTER minexpires value returned from the Proxy server in the Min-Expires header.  Default: 7200.
Sub Retry Intvl	This value (in seconds) determines the retry interval when the last Subscribe request fails.  Default: 10.



**Note** The phone can use a RETRY-AFTER value when it is received from a SIP proxy server that is too busy to process a request (503 Service Unavailable message). If the response message includes a RETRY-AFTER header, the phone waits for the specified length of time before to REGISTER again. If a RETRY-AFTER header is not present, the phone waits for the value specified in the Reg Retry Interval or the Reg Retry Long Interval.

## Response Status Code Handling

Parameter	Description
Try Backup RSC	<p>This parameter may be set to invoke failover upon receiving specified response codes.</p> <p>Default: Blank</p> <p>For example, you can enter numeric values 500 or a combination of numeric values plus wild cards if multiple values are possible. For the later, you can use 5?? to represent all SIP Response messages within the 500 range. If you want to use multiple ranges, you can add a comma "," to delimit values of 5?? and 6??</p>
Retry Reg RSC	<p>Interval to wait before the phone retries registration after failing during the last registration.</p> <p>Default: Blank</p> <p>For example, you can enter numeric values 500 or a combination of numeric values plus wild cards if multiple values are possible. For the later, you can use 5?? to represent all SIP Response messages within the 500 range. If you want to use multiple ranges, you can add a comma "," to delimit values of 5?? and 6??</p>

## RTP Parameters

Parameter	Description
RTP Port Min	<p>Minimum port number for RTP transmission and reception. Minimum port number for RTP transmission and reception. Should define a range that contains at least 10 even number ports (twice the number of lines); for example, configure RTP port min to 16384 and RTP port max to 16538.</p> <p>Default: 16384</p>
RTP Port Max	<p>Maximum port number for RTP transmission and reception. Should define a range that contains at least 10 even number ports (twice the number of lines); for example, configure RTP port min to 16384 and RTP port max to 16538.</p> <p>The maximum value for the RTP port must be lesser than 49152.</p> <p>Default: 16538</p>
RTP Packet Size	<p>Packet size in seconds, which can range from 0.01 to 0.13. Valid values must be a multiple of 0.01 seconds.</p> <p>Default: 0.02</p>

Parameter	Description
Max RTP ICMP Err	Number of successive ICMP errors allowed when transmitting RTP packets to the peer before the phone terminates the call. If value is set to 0, the phone ignores the limit on ICMP errors.
RTCP Tx Interval	Interval for sending out RTCP sender reports on an active connection. It can range from 0 to 255 seconds. Default: 0
SDP IP Preferences	Select IPv4 or IPv6. Default: IPv4  If the phone is in dual-mode and has both ipv4 and ipv6 addresses, it will always include both addresses in SDP by attributes "a=altc ...  If IPv4 address is selected, then ipv4 address has higher priority than ipv6 address in SDP and indicates that phone prefers using ipv4 RTP address.  If the phone has only ipv4 address or ipv6 address, SDP does not have ALTC attributes and RTP address is specified in "c=" line.

### SDP Payload Types

Parameter	Description
G722.2 Dynamic Payload	G722 Dynamic Payload type. Default: 96
iLBC Dynamic Payload	iLBC Dynamic Payload type. Default: 97
iSAC Dynamic Payload	iSAC Dynamic Payload type. Default: 98
OPUS Dynamic Payload	OPUS Dynamic Payload type. Default: 99
AVT Dynamic Payload	AVT dynamic payload type. Ranges from 96-127. Default: 101
INFOREQ Dynamic Payload	INFOREQ Dynamic Payload type.
H264 BP0 Dynamic Payload	H264 BPO Dynamic Payload type. Default: 110

Parameter	Description
H264 HP Dynamic Payload	H264 HP Dynamic Payload type. Default: 110
G711u Codec Name	G711u codec name used in SDP. Default: PCMU
G711a Codec Name	G711a codec name used in SDP. Default: PCMA
G729a Codec Name	G729a codec name used in SDP. Default: G729a
G729b Codec Name	G729b codec name used in SDP. Default: G729b
G722 Codec Name	G722 codec name used in SDP. Default: G722
G722.2 Codec Name	G722.2 codec name used in SDP. Default: G722.2
iLBC Codec Name	iLBC codec name used in SDP. Default: iLBC
iSAC Codec Name	iSAC codec name used in SDP. Default: iSAC
OPUS Codec Name	OPUS codec name used in SDP. Default: OPUS
AVT Codec Name	AVT codec name used in SDP. Default: telephone-event

### NAT Support Parameters

Parameter	Description
Handle VIA received	Enables the phone to process the received parameter in the VIA header. Default: No
Handle VIA rport	Enables the phone to process the rport parameter in the VIA header. Default: No

Parameter	Description
Insert VIA received	Enables to insert the received parameter into the VIA header of SIP responses if the received-from IP and VIA sent-by IP values differ. Default: No
Insert VIA rport	Enables to insert the rport parameter into the VIA header of SIP responses if the received-from IP and VIA sent-by IP values differ. Default: No
Substitute VIA Addr	Enables the user to use NAT-mapped IP:port values in the VIA header. Default: No
Send Resp To Src Port	Enables to send responses to the request source port instead of the VIA sent-by port. Default: No
STUN Enable	Enables the use of STUN to discover NAT mapping. Default: No
STUN Test Enable	If the STUN Enable feature is enabled and a valid STUN server is available, the phone can perform a NAT-type discovery operation when it powers on. It contacts the configured STUN server, and the result of the discovery is reported in a Warning header in all subsequent REGISTER requests. If the phone detects symmetric NAT or a symmetric firewall, NAT mapping is disabled. Default: No
STUN Server	IP address or fully-qualified domain name of the STUN server to contact for NAT mapping discovery. You can use a public STUN server or set up your own STUN server. Default: Blank
EXT IP	External IP address to substitute for the actual IP address of phone in all outgoing SIP messages. If 0.0.0.0 is specified, no IP address substitution is performed. If this parameter is specified, phone assumes this IP address when generating SIP messages and SDP (if NAT Mapping is enabled for that line). Default: Blank

Parameter	Description
EXT RTP Port Min	External port mapping number of the RTP Port Minimum number. If this value is not zero, the RTP port number in all outgoing SIP messages is substituted for the corresponding port value in the external RTP port range.  Default: 0
NAT Keep Alive Intvl	Interval between NAT-mapping keep alive messages.  Default: 15
Redirect Keep Alive	If enabled, the IP phone redirects the keepalive message when SIP_301_MOVED_PERMANENTLY is received as the registration response.

## Provisioning

### Configuration Profile

Parameter	Description
Provision Enable	Allows or denies resync actions.  Default: 160,159,66,150
Resync On Reset	The device performs a resync operation after power-up and after each upgrade attempt when set to <b>Yes</b> .  Default: Yes
Resync Random Delay	A random delay following the boot-up sequence before performing the reset, specified in seconds. In a pool of IP Telephony devices that are scheduled to simultaneously power up, this introduces a spread in the times at which each unit sends a resync request to the provisioning server. This feature can be useful in a large residential deployment, in the case of a regional power failure.  The value for this field must be an integer ranging between 0 and 65535.  The default value is 2.



Parameter	Description
Resync At (HHmm)	<p>The time (HHmm) that the device resynchronizes with the provisioning server.</p> <p>The value for this field must be a four-digit number ranging from 0000 to 2400 to indicate the time in HHmm format. For example, 0959 indicates 09:59.</p> <p>The default value is empty. If the value is invalid, the parameter is ignored. If this parameter is set with a valid value, the Resync Periodic parameter is ignored.</p>
Resync At Random Delay	<p>Prevents an overload of the provisioning server when a large number of devices power-on simultaneously.</p> <p>To avoid flooding resync requests to the server from multiple phones, the phone resynchronizes in the range between the hours and minutes, and the hours and minutes plus the random delay (hhmm, hhmm+random_delay). For example, if the random delay = (Resync At Random Delay + 30)/60 minutes, the input value in seconds is converted to minutes, rounding up to the next minute to calculate the final random_delay interval.</p> <p>The valid value ranges between 0 and 65535.</p> <p>This feature is disabled when this parameter is set to zero. The default value is 600 seconds (10 minutes).</p>

Parameter	Description
Resync Periodic	<p>The time interval between periodic resynchronizes with the provisioning server. The associated resync timer is active only after the first successful sync with the server.</p> <p>The valid formats are as follows:</p> <ul style="list-style-type: none"> <li>• An integer Example: An input of <b>3000</b> indicates that the next resync occurs in 3000 seconds.</li> <li>• Multiple integers Example: An input of <b>600 , 1200 , 300</b> indicates that the first resync occurs in 600 seconds, the second resync occurs in 1200 seconds after the first one, and the third resync occurs in 300 seconds after the second one.</li> <li>• A time range Example, an input of <b>2400+30</b> indicates that the next resync occurs in between 2400 and 2430 seconds after a successful resync.</li> </ul> <p>Set this parameter to zero to disable periodic resynchronization.</p> <p>The default value is 3600 seconds.</p>

Parameter	Description
Resync Error Retry Delay	<p>If a resync operation fails because the IP Telephony device was unable to retrieve a profile from the server, or the downloaded file is corrupt, or an internal error occurs, the device tries to resync again after a time specified in seconds.</p> <p>The valid formats are as follows:</p> <ul style="list-style-type: none"> <li>• An integer Example: An input of <b>300</b> indicates that the next retry for resync occurs in 300 seconds.</li> <li>• Multiple integers Example: An input of <b>600 , 1200 , 300</b> indicates that the first retry occurs in 600 seconds after the failure, the second retry occurs in 1200 seconds after the failure of the first retry, and the third retry occurs in 300 seconds after the failure of the second retry.</li> <li>• A time range Example, an input of <b>2400+30</b> indicates that the next retry occurs in between 2400 and 2430 seconds after a resync failure.</li> </ul> <p>If the delay is set to 0, the device does not try to resync again following a failed resync attempt.</p>
Forced Resync Delay	<p>Maximum delay (in seconds) the phone waits before performing a resynchronization.</p> <p>The device does not resync while one of its phone lines is active. Because a resync can take several seconds, it is desirable to wait until the device has been idle for an extended period before resynchronizing. This allows a user to make calls in succession without interruption.</p> <p>The device has a timer that begins counting down when all of its lines become idle. This parameter is the initial value of the counter. Resync events are delayed until this counter decrements to zero.</p> <p>The valid value ranges between 0 and 65535.</p> <p>The default value is 14,400 seconds.</p>

Parameter	Description
Resync From SIP	<p>Controls requests for resync operations via a SIP NOTIFY event sent from the service provider proxy server to the IP Telephony device. If enabled, the proxy can request a resync by sending a SIP NOTIFY message containing the Event: resync header to the device.</p> <p>Default: Yes</p>
Resync After Upgrade Attempt	<p>Enables or disables the resync operation after any upgrade occurs. If Yes is selected, sync is triggered.</p> <p>Default: Yes</p>
Resync Trigger 1 Resync Trigger 2	<p>If the logical equation in these parameters evaluates to FALSE, Resync is not triggered even when Resync On Reset is set to TRUE. Only Resync via direct action URL and SIP notify ignores these Resync Trigger.</p> <p>Default: Blank</p>
Resync Fails On FNF	<p>A resync is considered unsuccessful if a requested profile is not received from the server. This can be overridden by this parameter. When it is set to <b>No</b>, the device accepts a <code>file-not-found</code> response from the server as a successful resync.</p> <p>Default: Yes</p>

Parameter	Description
Profile Authentication Type	<p>Specifies the credentials to use for profile account authentication. The available options are:</p> <ul style="list-style-type: none"> <li>• <b>Disabled:</b> Disables the profile account feature. When this feature is disabled, the <b>Profile account setup</b> menu doesn't display on the phone screen.</li> <li>• <b>Basic HTTP Authentication:</b> The HTTP login credentials are used to authenticate the profile account.</li> <li>• <b>XSI Authentication:</b> XSI login credentials or XSI SIP credentials are used to authenticate the profile account. The authentication credentials depend on the <b>XSI Authentication Type</b> for the phone: <ul style="list-style-type: none"> <li>• When the <b>XSI Authentication Type</b> for the phone is set to <b>Login Credentials</b>, the XSI login credentials are used.</li> <li>• When the <b>XSI Authentication Type</b> for the phone is set to <b>SIP Credentials</b>, the XSI SIP credentials are used.</li> </ul> </li> </ul> <p>Default: Basic HTTP Authentication</p>
Profile Rule Profile Rule B Profile Rule C Profile Rule D	<p>Each profile rule informs the phone of a source from which to obtain a profile (configuration file). During every resync operation, the phone applies all the profiles in sequence.</p> <p>Default: <code>/\$PSN.xml</code></p> <p>If you are applying AES-256-CBC encryption to the configuration files, specify the encryption key with the <code>--key</code> keyword as follows:</p> <p><code>[--key &lt;encryption key&gt;]</code></p> <p>You can enclose the encryption key in double-quotes (") optionally.</p>
DHCP Option To Use	<p>DHCP options, delimited by commas, used to retrieve firmware and profiles.</p> <p>Default: 66,160,159,150,60,43,125</p>
DHCPv6 Option To Use	<p>DHCP options, delimited by commas, used to retrieve firmware and profiles.</p> <p>Default: 17,160,159</p>

Parameter	Description
Log Request Msg	<p>The message sent to the syslog server at the start of a resync attempt.</p> <p>Default:</p> <pre>\$PN \$MAC -Requesting % \$SCHEME://\$SERVIP:\$PORT\$PATH</pre>
Log Success Msg	<p>The syslog message issued upon successful completion of a resync attempt.</p> <p>Default:</p> <pre>\$PN \$MAC -Successful Resync % \$SCHEME://\$SERVIP:\$PORT\$PATH</pre>
Log Failure Msg	<p>The syslog message that is issued after a failed download attempt.</p> <p>Default:</p> <pre>\$PN \$MAC -- Resync failed: \$ERR</pre>
User Configurable Resync	<p>Allows a user to resync the phone from the phone screen.</p> <p>Default: Yes</p>

## Upload Configuration Options

Field	Description
<b>Report Rule</b>	<p>Specifies how the phone reports its current internal configuration to the provisioning server. The URLs in this field specify the destination for a report and can include an encryption key.</p> <p>You can use the following keywords, encryption key, and file locations and names to control how you store the phone configuration information:</p> <ul style="list-style-type: none"> <li>• No keywords and <i>only</i> an XML file reports the <i>entire</i> configuration data to server.</li> <li>• <b>[--status]</b> keyword reports the <i>status data</i> to server.</li> <li>• <b>[--delta]</b> keyword reports the <i>changed</i> configuration to server.</li> <li>• <b>[--key &lt;encryption key&gt;]</b> keyword tells the phone to apply AES-256-CBC encryption with the specified encryption key to the configuration report, before sending it to the server.</li> </ul> <p>You can enclose the encryption key in double-quotes ("") optionally.</p> <p><b>Note</b> If you have provisioned the phone with Input Keying Material (IKM) and want the phone to apply RFC 8188-based encryption to the file, do not specify a AES-256-CBC encryption key.</p> <ul style="list-style-type: none"> <li>• Two rules used together as:</li> </ul> <pre>[--delta]http://my_http_server/config-mpp-delta.xml [--status]http://my_http_server/config-mpp-status.xml</pre> <p><b>Caution</b> If you need to use the [--delta]xml-delta file rule and the [--status]xml-status file rule together, you must separate the two rules with a <b>space</b>.</p>
<b>HTTP Report method:</b>	<p>Specifies whether the HTTP Request that the phone sends should be an <b>HTTP PUT</b> or an <b>HTTP POST</b>.</p> <ul style="list-style-type: none"> <li>• <b>PUT Method</b>—To create a new report or overwrite an existing report at a known location on the server. For example, you may want to keep overwriting each report that you send and only store the most <i>current</i> configuration on the server.</li> <li>• <b>POST Method</b>—To send the report data to the server for processing, such as, by a PHP script. This approach provides more flexibility for storing the configuration information. For example, you may want to send a series of phone status reports and store <i>all</i> the reports on the server.</li> </ul>

Field	Description
<b>Report to Server:</b>	<p>Defines when the phone reports its configuration to the provisioning servers.</p> <ul style="list-style-type: none"> <li>• <b>On Request:</b> The phone reports its configuration only when an administrator sends a sip notify event, or the phone restarts.</li> <li>• <b>On Local Change:</b> The phone reports its configuration when any configuration parameter changes by an action on the phone or on the phone administration web page. The phone waits for a few seconds after a change is made, and then reports the configuration. This delay ensures that changes are reported to the web server in batches, rather than reporting a single change at a time.</li> <li>• <b>Periodically:</b> The phone reports its configuration at regular intervals. The interval is expressed in seconds.</li> </ul> <p>Example XML configuration:</p> <pre>&lt;Report_to_Server ua="na"&gt; Periodically &lt;/Report_to_Server&gt;</pre>
<b>Periodic Upload to Server:</b>	<p>Defines the interval (in seconds) that the phone reports its configuration to the provisioning servers.</p> <p>This field is used only when <b>Report to Server</b> is set to <b>Periodically</b>.</p> <p>Default: 3600</p> <p>Minimum: 600</p> <p>Maximum: 2592000 (30 days)</p> <p>Example XML configuration:</p> <pre>&lt;Report_to_Server ua="na"&gt; Periodically &lt;/Report_to_Server&gt; &lt;!available options: On Request   On Local Change  Periodically--&gt; &lt;periodic_upload_to_server ua="na"&gt; 3600 &lt;/periodic_upload_to_server&gt;&lt;User_Configurable_Resync ua="na"&gt; Yes &lt;/User_Configurable_Resync_</pre>



Field	Description
<b>Upload Delay On Local Change:</b>	<p>Defines the delay (in seconds) that the phone waits after a change is made, and then reports the configuration.</p> <p>This field is used only when <b>Report to Server</b> is set to <b>On Local Change</b>.</p> <p>Default: 60</p> <p>Minimum: 10</p> <p>Maximum: 900</p> <p>Example XML configuration:</p> <pre>&lt;Upload_Delay_On_Local_Change ua="na"&gt; 60 &lt;/Upload_Delay_On_Local_Change&gt;</pre>

### Firmware Upgrade

Parameter	Description
Upgrade Enable	<p>Allows firmware update operations independent of resync actions.</p> <p>Default: Yes</p>

Parameter	Description
Upgrade Rule	<p>A firmware upgrade script that defines upgrade conditions and associated firmware URLs. It uses the same syntax as Profile Rule.</p> <p>Use the following format to enter the upgrade rule:</p> <pre>protocol://server[:port]/profile_pathname</pre> <p>For example:</p> <pre>tftp://192.168.1.5/image/sip88xx.11-1-1MPP-221.loads</pre> <p>If no protocol is specified, TFTP is assumed. If no server-name is specified, the host that requests the URL is used as the server name. If no port is specified, the default port is used (69 for TFTP, 80 for HTTP, or 443 for HTTPS).</p> <p>You can also include the credentials that are used to access the server. Then, the upgrade rule is:</p> <pre>[--uid \$userID --pwd \$password]protocol://server[:port]/profile_pathname</pre> <p>For example,</p> <pre>[--uid TEST --pwd TestAbC123]tftp://192.168.1.5/image/sip88xx.11-1-1MPP-221.loads</pre> <p>If the user ID or the password contains special characters (/ [ &amp; } (*) # , etc.), you need to quote them in the upgrade rule. There are two options for quoting special characters:</p> <ul style="list-style-type: none"> <li>Put the user ID or the password that contains special characters into double quotation marks (" "). This option doesn't work for some of the special characters, such as " " [ ].</li> </ul> <p>For example,</p> <pre>[--uid TEST --pwd "Test#AbC123"]tftp://192.168.1.5/image/sip88xx.11-1-1MPP-221.loads</pre> <ul style="list-style-type: none"> <li>Use the octal encoding of the special characters.</li> </ul> <p>For example, escape the pound (#) with "\043" and the backslash with "\057" for the password "Test#\AbC123" in the following rule:</p> <pre>[--uid TEST --pwd Test\043\057AbC123]tftp://192.168.1.5/image/sip88xx.11-1-1MPP-221.loads</pre> <p>Default: Blank</p>

Parameter	Description
Log Upgrade Request Msg	Syslog message issued at the start of a firmware upgrade attempt. Default: \$PN \$MAC -- Requesting upgrade \$SCHEME://\$SERVIP:\$PORT\$PATH
Log Upgrade Success Msg	Syslog message issued after a firmware upgrade attempt completes successfully. Default: \$PN \$MAC -- Successful upgrade \$SCHEME://\$SERVIP:\$PORT\$PATH -- \$ERR
Log Upgrade Failure Msg	Syslog message issued after a failed firmware upgrade attempt. Default: \$PN \$MAC -- Upgrade failed: \$ERR
Peer Firmware Sharing	Enables or disables the Peer Firmware Sharing feature. Select <b>Yes</b> or <b>No</b> to enable or to disable the feature. Default: Yes
Peer Firmware Sharing Log Server	Indicates the IP address and the port to which the UDP message is sent. For example: 10.98.76.123:514 where, 10.98.76.123 is the IP address and 514 is the port number.

For more information about the Provisioning page, see the *Cisco IP Phone 7800 Series Multiplatform Phones Provisioning Guide*.

### CA Settings

Parameter	Description
Custom CA Rule	The URL to download Custom CA. Default: Blank

### HTTP Settings

Parameter	Description
HTTP User Agent Name	Allows you to enter a name for HTTP user. Default: Blank

## Problem Report Tool

Parameter	Description
PRT Upload Rule	<p>Specifies the path to the PRT upload script. You can enter the path in the format:</p> <pre>https://proxy.example.com/prt_upload.php</pre> <p>or</p> <pre>http://proxy.example.com/prt_upload.php</pre> <p>If <b>PRT Max Timer</b> and <b>PRT Upload Rule</b> fields are empty, problem reports are not generated.</p>
PRT Upload Method	<p>Determines the method used to upload PRT logs to the remote server. Options are: HTTP POST and PUT.</p> <p>Default: POST</p>
PRT Max Timer	<p>Determines at what interval (minutes) the phone starts generating problem report automatically. The interval range that you can set is 15 minutes to 1440 minutes.</p> <p>Default: Empty</p> <p>If <b>PRT Max Timer</b> and <b>PRT Upload Rule</b> fields are empty, problem reports are not generated.</p> <p>a</p>
PRT Name	<p>Defines a name for the generated PRT file. Enter the name in the format:</p> <pre>prt-string1-\$MACRO</pre>

## General Purpose Parameters

Parameter	Description
GPP A - GPP P	<p>The general purpose parameters GPP_* are used as free string, registers when configuring the Cisco IP phones to interact with a particular provisioning server solution. They can be configured to contain diverse values, including the following:</p> <ul style="list-style-type: none"> <li>• Encryption keys</li> <li>• URLs</li> <li>• Multistage provisioning status information</li> <li>• Post request templates</li> <li>• Parameter name alias maps</li> <li>• Partial string values, eventually combined into complete parameter values</li> </ul> <p>Default: Blank</p>

## Regional

### Call Progress Tones

Parameter	Description
Dial Tone	Prompts the user to enter a phone number.
Outside Dial Tone	Alternative to the Dial Tone. It prompts the user to enter an external phone number, as opposed to an internal extension. It is triggered by a, (comma) character encountered in the dial plan.
Prompt Tone	Prompts the user to enter a call forwarding phone number.
Busy Tone	Played when a 486 RSC is received for an outbound call.
Reorder Tone	Played when an outbound call has failed or after the far end hangs up during an established call. Reorder Tone is played automatically when <Dial Tone> or any of its alternatives times out.
Off Hook Warning Tone	Played when the phone receiver has been off hook after a period of time.
Ring Back Tone	Played during an outbound call when the far end is ringing.

Parameter	Description
Call Waiting Tone	Played when a call is waiting.
Confirm Tone	Brief tone to notify the user that the last input value has been accepted.
MWI Dial Tone	Played instead of the Dial Tone when there are unheard messages in the caller's mailbox.
Cfwd Dial Tone	Played when all calls are forwarded.
Holding Tone	Informs the local caller that the far end has placed the call on hold.
Conference Tone	Played to all parties when a three-way conference call is in progress.
Secure Call Indication Tone	Played when a call has been successfully switched to secure mode. It should be played only for a short while (less than 30 seconds) and at a reduced level (less than -19 dBm) so it does not interfere with the conversation.
Page Tone	Specifies the tone transmitted when the paging feature is enabled.
Alert Tone	Played when an alert occurs.
Mute Tone	Played when the <b>Mute</b> button is pressed to mute the phone.
Unmute Tone	Played when the <b>Mute</b> button is pressed to unmute the phone.
System Beep	Audible notification tone played when a system error occurs.
Call Pickup Tone	Provides the ability to configure an audio indication for call pickup.

### Distinctive Ring Patterns

Parameter	Description
Cadence 1	Cadence script for distinctive ring 1. Defaults to 60(2/4).
Cadence 2	Cadence script for distinctive ring 2. Defaults to 60(.3/.2, 1/.2,.3/4).
Cadence 3	Cadence script for distinctive ring 3. Defaults to 60(.8/.4,.8/4).

Parameter	Description
Cadence 4	Cadence script for distinctive ring 4. Defaults to 60(.4/.2,.3/.2,.8/4).
Cadence 5	Cadence script for distinctive ring 5. Defaults to 60(.2/.2,.2/.2,.2/.2,1/4).
Cadence 6	Cadence script for distinctive ring 6. Defaults to 60(.2/.4,.2/.4,.2/4).
Cadence 7	Cadence script for distinctive ring 7. Defaults to 60(4.5/4).
Cadence 8	Cadence script for distinctive ring 8. Defaults to 60(0.25/9.75)
Cadence 9	Cadence script for distinctive ring 9. Defaults to 60(.4/.2,.4/2).

**Control Timer Values (sec)**

Parameter	Description
Reorder Delay	Delay after far end hangs up before reorder (busy) tone is played. 0 = plays immediately, inf = never plays. Range: 0–255 seconds. Set to 255 to return the phone immediately to on-hook status and to not play the tone.
Interdigit Long Timer	Long timeout between entering digits when dialing. The interdigit timer values are used as defaults when dialing. The Interdigit_Long_Timer is used after any one digit, if all valid matching sequences in the dial plan are incomplete as dialed. Range: 0–64 seconds. Default: 10
Interdigit Short Timer	Short timeout between entering digits when dialing. The Interdigit_Short_Timer is used after any one digit, if at least one matching sequence is complete as dialed, but more dialed digits would match other as yet incomplete sequences. Range: 0–64 seconds. Default: 3

## Vertical Service Activation Codes

Parameter	Description
Call Return Code	This code calls the last caller. Defaults to *69.
Blind Transfer Code	Begins a blind transfer of the current call to the extension specified after the activation code. Defaults to *88.
Cfwd All Act Code	Forwards all calls to the extension specified after the activation code. Defaults to *72.
Cfwd All Deact Code	Cancels call forwarding of all calls. Defaults to *73.
Cfwd Busy Act Code	Forwards busy calls to the extension specified after the activation code. Defaults to *90.
Cfwd Busy Deact Code	Cancels call forwarding of busy calls. Defaults to *91.
Cfwd No Ans Act Code	Forwards no-answer calls to the extension specified after the activation code. Defaults to *92.
Cfwd No Ans Deact Code	Cancels call forwarding of no-answer calls. Defaults to *93.
CW Act Code	Enables call waiting on all calls. Defaults to *56.
CW Deact Code	Disables call waiting on all calls. Defaults to *57.
CW Per Call Act Code	Enables call waiting for the next call. Defaults to *71.
CW Per Call Deact Code	Disables call waiting for the next call. Defaults to *70.
Block CID Act Code	Blocks caller ID on all outbound calls. Defaults to *67.



Parameter	Description
Block CID Deact Code	Removes caller ID blocking on all outbound calls. Defaults to *68.
Block CID Per Call Act Code	Removes caller ID blocking on the next inbound call. Defaults to *81.
Block CID Per Call Deact Code	Removes caller ID blocking on the next inbound call. Defaults to *82.
Block ANC Act Code	Blocks all anonymous calls. Defaults to *77.
Block ANC Deact Code	Removes blocking of all anonymous calls. Defaults to *87.
DND Act Code	Enables the do not disturb feature. Defaults to *78.
DND Deact Code	Disables the do not disturb feature. Defaults to *79.
Secure All Call Act Code	Makes all outbound calls secure. Defaults to *16.
Secure No Call Act Code	Makes all outbound calls not secure. Defaults to *17.
Secure One Call Act Code	Makes a secure call. Default: *18.
Secure One Call Deact Code	Disables secure call feature. Default: *19.
Paging Code	The star code used for paging the other clients in the group. Defaults to *96.
Call Park Code	The star code used for parking the current call. Defaults to *38.
Call Pickup Code	The star code used for picking up a ringing call. Defaults to *36.

Parameter	Description
Call Unpark Code	<p>The star code used for picking up a call from the call park.</p> <p>Defaults to *39.</p>
Group Call Pickup Code	<p>The star code used for picking up a group call.</p> <p>Defaults to *37.</p>
Referral Services Codes	<p>These codes tell the IP phone what to do when the user places the current call on hold and is listening to the second dial tone.</p> <p>One or more *code can be configured into this parameter, such as *98, or *97 *98 *123, and so on. Max total length is 79 chars. This parameter applies when the user places the current call on hold (by Hook Flash) and is listening to second dial tone. Each *code (and the following valid target number according to current dial plan) entered on the second dial-tone triggers the phone to perform a blind transfer to a target number that is prepended by the service *code.</p> <p>For example, after the user dials *98, the IP phone plays a special dial tone called the Prompt Tone while waiting for the user to enter a target number (which is checked according to dial plan as in normal dialing). When a complete number is entered, the phone sends a blind REFER to the holding party with the Refer-To target equals to *98&lt;target_number&gt;. This feature allows the phone to hand off a call to an application server to perform further processing, such as call park.</p> <p>The *codes should not conflict with any of the other vertical service codes internally processed by the IP phone. You can empty the corresponding *code that you do not want the phone to process.</p>

Parameter	Description
Feature Dial Services Codes	<p>These codes tell the phone what to do when the user is listening to the first or second dial tone.</p> <p>One or more *code can be configured into this parameter, such as *72, or *72 *74 *67 *82, and so forth. The maximum total length is 79 characters. This parameter applies when the user has a dial tone (first or second dial tone). Enter *code (and the following target number according to current dial plan) entered at the dial tone triggers the phone to call the target number prepended by the *code. For example, after user dials *72, the phone plays a prompt tone awaiting the user to enter a valid target number. When a complete number is entered, the phone sends a INVITE to *72&lt;target_number&gt; as in a normal call. This feature allows the proxy to process features like call forward (*72) or BLock Caller ID (*67).</p> <p>The *codes should not conflict with any of the other vertical service codes internally processed by the phone. You can empty the corresponding *code that you do not want to the phone to process.</p> <p>You can add a parameter to each *code in Features Dial Services Codes to indicate what tone to play after the *code is entered, such as *72'c' *67'p'. Below are a list of allowed tone parameters (note the use of back quotes surrounding the parameter without spaces)</p> <ul style="list-style-type: none"> <li>• c = Cfw'd Dial Tone</li> <li>• d = Dial Tone</li> <li>• m = MWI Dial Tone</li> <li>• o = Outside Dial Tone</li> <li>• p = Prompt Dial Tone</li> <li>• s = Second Dial Tone</li> <li>• x = No tones are place, x is any digit not used above</li> </ul> <p>If no tone parameter is specified, the phone plays Prompt tone by default.</p> <p>If the *code is not to be followed by a phone number, such as *73 to cancel call forwarding, do not include it in this parameter. In that case, simple add that *code in the dial plan and the phone sends INVITE *73@..... as usual when user dials *73.</p>

**Vertical Service Announcement Codes**

Parameter	Description
Service Annc Base Number	Defaults to blank.
Service Annc Extension Codes	Defaults to blank.

**Outbound Call Codec Selection Codes**

Parameter	Description
Prefer G711u Code	Makes this codec the preferred codec for the associated call. Defaults to *017110.
Force G711u Code	Makes this codec the only codec that can be used for the associated call. Defaults to *027110.
Prefer G711a Code	Makes this codec the preferred codec for the associated call. Defaults to *017111
Force G711a Code	Makes this codec the only codec that can be used for the associated call. Defaults to *027111.
Prefer G722 Code	Makes this codec the preferred codec for the associated call. Defaults to *01722. Only one G.722 call at a time is allowed. If a conference call is placed, a SIP re-invite message is sent to switch the calls to narrowband audio.
Force G722 Code	Makes this codec the only codec that can be used for the associated call. Defaults to *02722. Only one G.722 call at a time is allowed. If a conference call is placed, a SIP re-invite message is sent to switch the calls to narrowband audio.
Prefer G722.2 Code	Makes this codec the preferred codec for the associated call.
Force G722.2 Code	Makes this codec the only codec that can be used for the associated call.

Parameter	Description
Prefer G729a Code	Makes this codec the preferred codec for the associated call. Defaults to *01729.
Force G729a Code	Makes this codec the only codec that can be used for the associated call. Defaults to *02729.
Prefer iLBC Code	Makes this codec the preferred codec for the associated call.
Force iLBC Code	Makes this codec the only codec that can be used for the associated call.
Prefer ISAC Code	Makes this codec the preferred codec for the associated call.
Force ISAC Code	Makes this codec the only codec that can be used for the associated call.
Prefer OPUS Code	Makes this codec the preferred codec for the associated call.
Force OPUS Code	Makes this codec the only codec that can be used for the associated call.

## Time

Parameter	Description
Set Local Date (mm/dd/yyyy)	Sets the local date (mm represents the month and dd represents the day). The year is optional and uses two or four digits. Default: Blank
Set Local Time (HH/mm)	Sets the local time (hh represents hours and mm represents minutes). Seconds are optional. Default: Blank
Time Zone	Selects the number of hours to add to GMT to generate the local time for caller ID generation. Choices are GMT-12:00, GMT-11:00, ..., GMT, GMT+01:00, GMT+02:00, ..., GMT+13:00. Default: GMT-08:00
Time Offset (HH/mm)	This specifies the offset from GMT to use for the local system time. Default: 00/00

Parameter	Description
Ignore DHCP Time Offset	<p>When used with some routers that have DHCP with time offset values configured, the IP phone uses the router settings and ignores the IP phone time zone and offset settings. To ignore the router DHCP time offset value, and use the local time zone and offset settings, choose yes for this option. Choosing no causes the IP phone to use the router's DHCP time offset value.</p> <p>Default: Yes.</p>
Daylight Saving Time Rule	<p>Enter the rule for calculating daylight saving time; it should include the start, end, and save values. This rule is comprised of three fields. Each field is separated by ; (a semicolon) as shown below. Optional values inside [ ] (the brackets) are assumed to be 0 if they are not specified. Midnight is represented by 0:0:0 of the given date.</p> <p>This is the format of the rule: Start = &lt;start-time&gt;; end=&lt;end-time&gt;; save = &lt;save-time&gt;.</p> <p>The &lt;start-time&gt; and &lt;end-time&gt; values specify the start and end dates and times of daylight saving time. Each value is in this format: &lt;month&gt; /&lt;day&gt; /&lt;weekday&gt;[/HH:[mm[:ss]]]</p> <p>The &lt;save-time&gt; value is the number of hours, minutes, and/or seconds to add to the current time during daylight saving time. The &lt;save-time&gt; value can be preceded by a negative (-) sign if subtraction is desired instead of addition. The &lt;save-time&gt; value is in this format: [/[+]-]HH:[mm[:ss]]]</p> <p>The &lt;month&gt; value equals any value in the range 1-12 (January-December).</p> <p>The &lt;day&gt; value equals [+]- any value in the range 1-31.</p> <p>If &lt;day&gt; is 1, it means the &lt;weekday&gt; on or before the end of the month (in other words the last occurrence of &lt; weekday&gt; in that month).</p>

Parameter	Description
Daylight Saving Time Rule (continued)	<p>The &lt;weekday&gt; value equals any value in the range 1-7 (Monday-Sunday). It can also equal 0. If the &lt;weekday&gt; value is 0, this means that the date to start or end daylight saving is exactly the date given. In that case, the &lt;day&gt; value must not be negative. If the &lt;weekday&gt; value is not 0 and the &lt;day&gt; value is positive, then daylight saving starts or ends on the &lt;weekday&gt; value on or after the date given. If the &lt;weekday&gt; value is not 0 and the &lt;day&gt; value is negative, then daylight saving starts or ends on the &lt;weekday&gt; value on or before the date given. Where:</p> <ul style="list-style-type: none"> <li>• HH stands for hours (0-23).</li> <li>• mm stands for minutes (0-59).</li> <li>• ss stands for seconds (0-59).</li> </ul> <p>Default: 3/-1/7/2;end=10/-1/7/2;save=1.</p>
Daylight Saving Time Enable	<p>Enables Daylight Saving Time.</p> <p>Default: Yes</p>

## Language

Parameter	Description
Dictionary Server Script	<p>Use this field to specify the language options for the phone display, and the dictionary and font files required for each language. See <a href="#">Set Up Dictionaries and Fonts, on page 73</a>.</p> <p>Default: Blank</p>
Language Selection	<p>Use this field to specify the default language. The value must match one of the languages supported by the dictionary server. See <a href="#">Specify a Language for the Phone Display, on page 75</a>.</p> <p>You can configure the language through the XML Configuration file. For example:</p> <pre>&lt;Language_Selection ua="na"&gt; Spanish &lt;/Language_Selection&gt;</pre> <p>The language name can have up to 512 characters.</p>
Locale	<p>Use this drop-down list box to see the supported languages. See <a href="#">Supported Languages for the Phone Display, on page 73</a>.</p>

## Phone

### General

Parameter	Description
Station Name	Name of the phone.
Station Display Name	Name to identify the phone; appears on the phone screen. You can use spaces in this field and the name does not have to be unique.
Voice Mail Number	A phone number or URL to check voice mail. Default: None

### Handsfree

Parameter	Description
Bluetooth Mode	Shows the method of Bluetooth connection. <ul style="list-style-type: none"> <li>• Phone—Pairs with a Bluetooth headset only.</li> <li>• Handsfree—Operates as a handsfree device with a Bluetooth-enabled mobile phone.</li> <li>• Both—Uses a Bluetooth headset, or operates with a Bluetooth-enabled mobile phone.</li> </ul>
Line	Specifies the line number for which the Bluetooth is enabled.

### Line Key

Each line key has a set of settings.

Parameter	Description
Extension	Specifies the n extension to be assigned to Line Key n. Default: n XML configuration examples: To set the line key 1 to extension 1: <pre>&lt;Extension_1_ua="na"&gt;1&lt;/Extension_1_&gt;</pre> To disable the extension function for line key 2: <pre>&lt;Extension_2_ua="na"&gt;Disabled&lt;/Extension_2_&gt;</pre>



Parameter	Description
Short Name	Specifies the user name for Line Key. Default: \$USER
Share Call Appearance	Specifies whether the incoming call appearance is shared with other phones or it is private.
Extended Function	Use to assign any of the following features or functions to unused line keys on the phone: <ul style="list-style-type: none"> <li>• Busy Lamp Field</li> <li>• Call Pickup</li> <li>• Speed Dial</li> </ul>

### Miscellaneous Line Key Settings

Parameter	Description
Line ID Mapping	Specifies the shared call appearance line ID mapping. If Vertical First is set, the second call makes the next available line ID LED flash. If Horizontal first is set, the second call will make the same LED flash on which the first call is received. Also, the behavior is same for both outgoing and incoming calls.  <b>Note</b> 7811 Cisco IP Phone does not support Line ID Mapping.  Default: Horizontal First
SCA Barge-In Enable	Enables the SCA Barge-In. Default: No
SCA Sticky Auto Line Seize	If enabled, restricts to automatically pick up an incoming call on a shared line when you take the phone off-hook.
Call Appearances Per Line	This parameter allows you to choose the number of calls per line button. You can choose a value from 2 to 10.  Default: 2

### Supplementary Services

Parameter	Description
Conference Serv	Enable or disable three-way conference service. Default: Yes

Parameter	Description
Attn Transfer Serv	Enable or disable attended-call-transfer service. Default: Yes
Blind Transfer Serv	Enable or disable blind-call-transfer service. Default: Yes
DND Serv	Enable or disable do not disturb service. Default: Yes
Block ANC Serv	Enable or disable block-anonymous-call service. Default: Yes
Block CID Serv	Enable or disable blocking outbound Caller-ID service. Default: Yes
Secure Call Serv	Enable or disable secured call services. Default: Yes
Cfwd All Serv	Enable or disable call-forward-all service. Default: Yes
Cfwd Busy Serv	Enable or disable call-forward-on-busy service. Default: Yes
Cfwd No Ans Serv	Enable or disable call-forward-no-answer service. Default: Yes
Paging Serv	Enable or disable paging service on the phone. Default: Yes
Call Park Serv	Enable or disable call park services on the phone. Default: Yes
Call Pick Up Serv	Enable or disable call pick up services on the phone. Default: Yes
ACD Login Serv	Enable or disable ACD login services on the phone. Default: Yes
Group Call Pick Up Serv	Enable or disable group call pick up services on the phone. Default: Yes

Parameter	Description
Service Ann Serv	Enable or disable the vertical service announcement services on the phone. Default: No
Call Recording Serv	Enable or disable the call recording services on the phone. Default: No
Reverse Phone Lookup Serv	Enable or disable reverse name lookup for the phone. When enabled, the phone can search the personal address book and call history, server directory, and either the configured LDAP or XML directory. Default: Yes

### Ringtone

Parameter	Description
Ring1 to Ring12	Ring tone scripts for different rings.
Silent Ring Duration	Controls the duration of the silent ring. For example, if the parameter is set to 20 seconds, the phone plays the silent ring for 20 seconds then sends 480 response to INVITE message.

### Extension Mobility

Parameter	Description
EM Enable	Options to enable or to disable the extension mobility support for the phone. Default: No
EM User Domain	Name of the domain for the phone or the authentication server. Default: Blank
Session Timer(m)	Specifies the duration of the phone session.
Countdown Timer(s)	Specifies the duration for which it waits before it logs out. Default: 10

Parameter	Description
Preferred Password Input Mode	Options to specify the password input method of extension mobility PIN. Options are: Alpha-numeric and Numeric.  Default: Alphanumeric

## XSI Phone Service

Parameter	Description
XSI Host Server	Enter the name of the server; for example, xsi.iop1.broadworks.net.  <b>Note</b> XSI Host Server uses http protocol by default. To enable XSI over HTTPS, you can specify <code>https://</code> in the server.  Default: Blank
XSI Authentication Type	Determines the XSI authentication type. Select <b>Login Credentials</b> to authenticate access with XSI id and password. Select <b>SIP Credentials</b> to authenticate access with the register user ID and password of the SIP account registered on the phone.  Default: Login Credentials
Login User ID	BroadSoft User ID of the phone user; for example, johndoe@xdp.broadsoft.com.  Enter SIP Auth ID when you select <b>Login Credentials</b> or <b>SIP Credentials</b> for XSI authentication type.  When you choose SIP Auth ID as <b>SIP Credentials</b> , you must enter Login User ID. Without Login User ID, the BroadSoft directory will not appear under the phone Directory list.  Default: Blank
Login Password	Alphanumeric password associated with the User ID.  Enter login password, when you select <b>Login Credentials</b> for XSI authentication type.  Default: Blank
SIP Auth ID	The registered user ID of the SIP account registered on the phone.  Enter SIP Auth ID when you select <b>SIP Credentials</b> for XSI authentication type.

Parameter	Description
SIP Password	The password of the SIP account registered on the phone. Enter SIP password when you select <b>SIP Credentials</b> for XSI authentication type.
Directory Enable	Enables BroadSoft directory for the phone user. Select <b>Yes</b> to enable the directory and select <b>No</b> to disable it. Default: No
Directory Name	Name of the directory. Displays on the phone as a directory choice. Default: Blank
Directory Type	Select the type of BroadSoft directory: Enterprise: Allows users to search on last name, first name, user or group ID, phone number, extension, department, or email address. Group: Allows users to search on last name, first name, user ID, phone number, extension, department, or email address. Personal: Allows users to search on last name, first name, or telephone number. Default: Enterprise
CallLog Enable	Enables to log XSI calls. Select <b>Yes</b> to log XSI calls and select <b>No</b> to disable it. Default: No
CallLog Associated Line	Allows you to select a phone line for which you want to display the recent call logs. You can select line numbers ranges from 1 to 10.
Display Recents From	Allows you to set which type of recent call logs the phone will display. Choose <b>Server</b> to display BroadSoft XSI recent call logs and select <b>Phone</b> to display local recent call logs. <b>Note</b> The <b>Display recents from</b> is added to the <b>Recents</b> screen of the phone only when you set <b>CallLog Enable</b> to <b>Yes</b> and <b>Display Recents From</b> type to <b>Server</b> .

## Broadsoft XMPP

Parameter	Description
XMPP Enable	Set to Yes to enable the BroadSoft XMPP directory for the phone user. Default: No
Server	Enter the name of the XMPP server; for example, xsi.iopl.broadworks.net. Default: Blank
Port	Server port for the directory. Default: Blank
User ID	BroadSoft User ID of the phone user; for example, johndoe@xdp.broadsoft.com. Default: Blank
Password	Alphanumeric password associated with the User ID. Default: Blank
Login Invisible	When enabled, the user's presence information is not published when the user signs in. Default: No
Retry Intvl	Interval, in seconds, to allow a reconnect without a log in after the client disconnects from the server. After this interval, the client needs to reauthenticate. Default: 30

## XML Service

Parameter	Description
XML Directory Service Name	Name of the XML Directory. Displays on the user's phone as a directory choice Default: Blank
XML Directory Service URL	URL where the XML Directory is located. Default: Blank
XML Application Service Name	Name of the XML application. Displays on the user's phone as a web application choice.
XML Application Service URL	URL where the XML application is located.
XML User Name	XML service username for authentication purposes Default: Blank

Parameter	Description
XML Password	XML service password for authentication purposes Default: Blank
CISCO XML EXE Enable	Enables or disables Cisco XML EXE authentication. Default: No
CISCO XML EXE Auth Mode	Specifies the authentication mode for Cisco XML EXE. The available options are: <ul style="list-style-type: none"> <li>• Trusted—No authentication is performed (local user password is set or not).</li> <li>• Local Credential—Authentication is based on digest authentication using the local user password, if the local user password is set. If not set, then no authentication is performed.</li> <li>• Remote Credential—Authentication is based on digest authentication using the remote username/password as set in the XML application on the web page (to access an XML application server).</li> </ul> Default: Trusted

### Multiple Paging Group Parameters

Feature	Description
Group Paging Script	Enter a string to configure group paging and priority paging (out of band paging) that doesn't require the phone registration.

### LDAP

Parameter	Description
LDAP Dir Enable	Choose Yes to enable LDAP. Default: No
Corp Dir Name	Enter a free-form text name, such as "Corporate Directory." Default: Blank
Server	Enter a fully qualified domain name or IP address of an LDAP server in the following format: nnn.nnn.nnn.nnn Enter the host name of the LDAP server if the MD5 authentication method is used. Default: Blank

Parameter	Description
Search Base	<p>Specify a starting point in the directory tree from which to search. Separate domain components [dc] with a comma. For example:</p> <p>dc=cv2bu,dc=com</p> <p>Default: Blank</p>
Client DN	<p>Enter the distinguished name domain components [dc]; for example:</p> <p>dc=cv2bu,dc=com</p> <p>If you are using the default Active Directory schema (Name(cn)-&gt;Users-&gt;Domain), an example of the client DN follows:</p> <p>cn="David Lee",dc=users,dc=cv2bu,dc=com</p> <p>cn="David Lee",dc=cv2bu,dc=com</p> <p>username@domain is the client DN format for a Windows server</p> <p>For example, DavidLee@cv2bu.com</p> <p>Default: Blank</p>
User Name	<p>Enter the username for a credentialed user on the LDAP server.</p> <p>Default: Blank</p>
Password	<p>Enter the password for the LDAP username.</p> <p>Default: Blank</p>
Auth Method	<p>Select the authentication method that the LDAP server requires. Choices are:</p> <p>None—No authentication is used between the client and the server.</p> <p>Simple—The client sends its fully-qualified domain name and password to the LDAP server. Might present security issues.</p> <p>Digest-MD5—The LDAP server sends authentication options and a token to the client. The client returns an encrypted response that is decrypted and verified by the server.</p> <p>Default: None</p>



Parameter	Description
Last Name Filter	<p>Use this field to specify how the phone must perform searches based on the last name or surname (sn), when users search for contacts.</p> <p>Examples:</p> <p><b>sn : (sn=\$VALUE*)</b> instructs the phone to find all last names that begin with the entered search string.</p> <p><b>sn : (sn=*\$VALUE*)</b> instructs the phone to find all last names in which the entered search string appears anywhere in the last name. This method is more inclusive and retrieves more search results. This method is consistent with the search method in other directories such as the Broadsoft directories and the user's personal address book on the phone.</p> <p>Default: Blank</p>
First Name Filter	<p>Use this field to specify how the phone must perform searches based on the first name or common name (cn), when users search for contacts.</p> <p>Examples:</p> <p><b>cn : (cn=\$VALUE*)</b> instructs the phone to find all first names that begin with the entered search string.</p> <p><b>cn : (cn=*\$VALUE*)</b> instructs the phone to find all first names in which the entered search string appears anywhere in the first name. This method is more inclusive and retrieves more search results. This method is consistent with the search method in other directories such as the Broadsoft directories and the user's personal address book on the phone.</p> <p>Default: Blank</p>
Search Item 3	<p>Additional customized search item. Can be blank if not needed.</p> <p>Default: Blank</p>
Search Item 3 Filter	<p>Customized filter for the searched item. Can be blank if not needed.</p> <p>Default: Blank</p>
Search Item 4	<p>Additional customized search item. Can be blank if not needed.</p> <p>Default: Blank</p>
Search Item 4 Filter	<p>Customized filter for the searched item. Can be blank if not needed.</p> <p>Default: Blank</p>

Parameter	Description
Display Attrs	<p>Format of LDAP results displayed on phone, where:</p> <ul style="list-style-type: none"> <li>• a—Attribute name</li> <li>• cn—Common name</li> <li>• sn—Surname (last name)</li> <li>• telephoneNumber—Phone number</li> <li>• n—Display name</li> </ul> <p>For example, n=Phone causes “Phone:” to be displayed in front of the phone number of an LDAP query result when the detail soft button is pressed.</p> <ul style="list-style-type: none"> <li>• t—type</li> </ul> <p>When t=p, that is, t is of type phone number, the retrieved number can be dialed. Only one number can be made dialable. If two numbers are defined as dialable, only the first number is used. For example, a=ipPhone, t=p; a=mobile, t=p;</p> <p>This example results in only the IP Phone number being dialable and the mobile number is ignored.</p> <ul style="list-style-type: none"> <li>• p—phone number</li> </ul> <p>When p is assigned to a type attribute, example t=p, the retrieved number is dialable by the phone.</p> <p>For example,  a=givenName,firstName,a=sn,lastName,a=cn,cn=telephoneNumber,telep</p> <p>Default: Blank</p>
Number Mapping	<p>Can be blank if not needed.</p> <p><b>Note</b> With the LDAP number mapping, you can manipulate the number that was retrieved from the LDAP server. For example, you can append 9 to the number if your dial plan requires a user to enter 9 before dialing. Add the 9 prefix by adding (&lt;:9xx.&gt;) to the LDAP Number Mapping field. For example, 555 1212 would become 9555 1212.</p> <p>If you do not manipulate the number in this fashion, a user can use the Edit Dial feature to edit the number before dialing out.</p> <p>Default: Blank</p>

## Programmable Softkeys

Parameter	Description
Programmable Softkey Enable	Enables programmable softkeys.
Idle Key List	Softkeys that display when the phone is idle.
Missed Call Key List	Softkeys that display when there is a missed call.
Off Hook Key List	Softkeys that display when the phone is off-hook.
Dialing Input Key List	Softkeys that display when the user must enter dialing data.
Progressing Key List	Softkeys that display when a call is attempting to connect.
Connected Key List	Softkeys that display when a call is connected.
Start-Xfer Key List	Softkeys that display when a call transfer has been initiated.
Start-Conf Key List	Softkeys that display when a conference call has been initiated.
Conferencing Key List	Softkeys that display when a conference call is in progress.
Releasing Key List	Softkeys that display when a call is released.
Hold Key List	Softkeys that display when one or more calls are on hold.
Ringing Key List	Softkeys that display when a call is incoming.  To silence an incoming call, you can add <b>Ignore</b> softkey.
Shared Active Key List	Softkeys that display when a call is active on a shared line.
Shared Held Key List	Softkeys that display when a call is on hold on a shared line.
PSK 1 through PSK 16	Programmable softkey fields. Enter a string in these fields to configure softkeys that display on the phone screen. You can create softkeys for speed dials to numbers or extensions, vertical service activation codes (* codes), or XML scripts.

## Extension

### General

Parameter	Description
Line Enable	<p>To enable this line for service, select yes. Otherwise, select No.</p> <p>Default: Yes</p> <p>Example XML configuration:</p> <p>To disable service on the line associated with extension 2:</p> <pre>&lt;Line_Enable_2_ua="na"&gt;No&lt;/Line_Enable_2_&gt;</pre>

### Video Configuration

Parameter	Description
H264 BP0 Enable	<p>Enables the H264 Base Profile 0 codec when you select <b>Yes</b> and disables it when you select <b>No</b>.</p> <p>Default: Yes</p>
H264 HP Enable	<p>Enables the H264 High Profile codec when you select <b>Yes</b> and disables it when you select <b>No</b>.</p> <p>Default: Yes</p>
Encryption Method	<p>Selects the encryption method to be used during a secured call. Options are <b>AES 128</b> and <b>AES 256 GCM</b>.</p> <p>Default: <b>AES 128</b></p>

### Share Line Appearance

Parameter	Description
Share Ext	<p>Indicates whether this extension is to be shared with other Cisco IP phones or private.</p> <p>Default: Yes</p>
Shared User ID	<p>The user identified assigned to the shared line appearance.</p> <p>Default: Blank</p>

Parameter	Description
Subscription Expires	Number of seconds before the SIP subscription expires. Before the subscription expiration, the phone gets NOTIFY messages from the SIP server on the status of the shared phone extension.  Default: 3600
Restrict MWI	When enabled, the message waiting indicator lights only for messages on private lines.  Default: No

### NAT Settings

Parameter	Description
NAT Mapping Enable	To use externally mapped IP addresses and SIP/ RTP ports in SIP messages, select yes. Otherwise, select no.  Default: No
NAT Keep Alive Enable	To send the configured NAT keep alive message periodically, select yes. Otherwise, select no.  Default: No
NAT Keep Alive Msg	Enter the keep alive message that should be sent periodically to maintain the current NAT mapping. If the value is \$NOTIFY, a NOTIFY message is sent. If the value is \$REGISTER, a REGISTER message without contact is sent.  Default: \$NOTIFY
NAT Keep Alive Dest	Destination that should receive NAT keep alive messages. If the value is \$PROXY, the messages are sent to the current or outbound proxy.

### Network Settings

Parameter	Description
SIP TOS/DiffServ Value	Time of service (ToS)/differentiated services (DiffServ) field value in UDP IP packets carrying a SIP message. Default: 0x68.
RTP ToS/DiffServ Value	Value for the ToS field of voice data packets.  Sets the priority for voice packets in data traffic.  Default: 0xb8.

## SIP Settings

Parameter	Description
SIP Transport	<p>Select the transport protocol for SIP messages:</p> <ul style="list-style-type: none"> <li>• UDP</li> <li>• TCP</li> <li>• TLS</li> <li>• AUTO</li> </ul> <p><b>AUTO</b> allows the phone to select the appropriate protocol automatically, based on the NAPTR records on the DNS server. See <a href="#">Configure the SIP Transport, on page 189</a> for more details.</p> <p>Default: UDP</p>
SIP Port	<p>The phone's port number for SIP message listening and transmission.</p> <p>Specify the port number here only when you are using UDP as the SIP transport protocol.</p> <p>If you are using TCP, the system uses a random port within the range specified in <b>SIP TCP Port Min</b> and <b>SIP TCP Port Max</b> on the <b>Voice &gt; SIP</b> tab.</p> <p>If you need to specify a port of SIP proxy server, you can specify it using the <b>Proxy</b> field (<a href="#">Proxy and Registration, on page 286</a>) or the <b>XSI Host Server</b> field (<a href="#">XSI Line Service, on page 289</a>).</p> <p>Default: 5060</p>
SIP 100REL Enable	<p>Support of 100REL SIP extension for reliable transmission of provisional responses (18x) and use of PRACK requests. Select <b>Yes</b> to enable.</p> <p>Default: No</p>
EXT SIP Port	The external SIP port number.

Parameter	Description
Auth Resync-Reboot	<p>The Cisco IP Phone authenticates the sender when it receives a NOTIFY message with the following requests:</p> <ul style="list-style-type: none"> <li>• resync</li> <li>• reboot</li> <li>• report</li> <li>• restart</li> <li>• XML-service</li> </ul> <p>Select <b>Yes</b> to enable.</p> <p>Default: Yes</p>
SIP Proxy-Require	<p>The SIP proxy can support a specific extension or behavior when it sees this header from the user agent. If this field is configured and the proxy does not support it, it responds with the message, unsupported. Enter the appropriate header in the field provided.</p>
SIP Remote-Party-ID	<p>The Remote-Party-ID header to use instead of the From header. Select <b>Yes</b> to enable.</p> <p>Default: Yes</p>
Referor Bye Delay	<p>Controls when the phone sends BYE to terminate stale call legs upon completion of call transfers. Multiple delay settings (Referor, Refer Target, Referee, and Refer-To Target) are configured on this screen. For the Referor Bye Delay, enter the appropriate period of time in seconds.</p> <p>Default: 4</p>
Refer-To Target Contact	<p>Indicates the refer-to target. Select <b>Yes</b> to send the <b>SIP Refer</b> to the contact.</p> <p>Default: No</p>
Referee Bye Delay	<p>For the Referee Bye Delay, enter the appropriate period of time in seconds.</p> <p>Default: 0</p>
Refer Target Bye Delay	<p>For the Refer Target Bye Delay, enter the appropriate period of time in seconds.</p> <p>Default: 0</p>

Parameter	Description
Sticky 183	<p>When enabled, the IP telephony ignores further 180 SIP responses after receiving the first 183 SIP response for an outbound INVITE. To enable this feature, select <b>Yes</b>. Otherwise, select <b>No</b>.</p> <p>Default: No</p>
Auth INVITE	<p>When enabled, authorization is required for initial incoming INVITE requests from the SIP proxy. To enable this feature, select <b>Yes</b>.</p> <p>Default: No</p>
Ntfy Refer On 1xx-To-Inv	<p>If set to <b>Yes</b>, as a transferee, the phone will send a NOTIFY with Event:Refer to the transferor for any 1xx response returned by the transfer target, on the transfer call leg.</p> <p>If set to <b>No</b>, the phone will only send a NOTIFY for final responses (200 and higher).</p>
Set G729 annexb	Configure G.729 Annex B settings.
User Equal Phone	<p>When a tel URL is converted to a SIP URL and the phone number is represented by the user portion of the URL, the SIP URL includes the optional : user=phone parameter (RFC3261). For example:</p> <p>To: sip:+12325551234@example.com; user=phone</p> <p>To enable this optional parameter, select <b>Yes</b>.</p> <p>Default: No</p>
Call Recording Protocol	<p>Determines the type of recording protocol that the phone uses. Options are:</p> <ul style="list-style-type: none"> <li>• SIPINFO</li> <li>• SIPREC</li> </ul> <p>Default: SIPREC</p>



Parameter	Description
Privacy Header	<p>Sets user privacy in the SIP message in the trusted network.</p> <p>The privacy header options are:</p> <ul style="list-style-type: none"> <li>• Disabled (default)</li> <li>• none—The user requests that a privacy service applies no privacy functions to this SIP message.</li> <li>• header—The user needs a privacy service to obscure headers which cannot be purged of identifying information.</li> <li>• session—The user requests that a privacy service provide anonymity for the sessions.</li> <li>• user—The user requests a privacy level only by intermediaries.</li> <li>• id—The user requests that the system substitute an id that doesn't reveal the IP address or host name.</li> </ul> <p>Default: Disabled</p>
P-Early-Media Support	<p>Controls whether the P-Early-Media header is included in the SIP message for an outgoing call.</p> <p>To include the P-Early-Media header, select <b>Yes</b>. Otherwise, select <b>No</b>.</p> <p>Default: No</p>

### Call Feature Settings

Parameter	Description
Blind Attn-Xfer Enable	<p>Enables the phone to perform an attended transfer operation by ending the current call leg and performing a blind transfer of the other call leg. If this feature is disabled, the phone performs an attended transfer operation by referring the other call leg to the current call leg while maintaining both call legs. To use this feature, select Yes. Otherwise, select No.</p> <p>Default: No</p>
Message Waiting	<p>Indicates whether the Message Waiting Indicator on the phone is lit. This parameter toggles a message from the SIP proxy to indicate if a message is waiting.</p>

Parameter	Description
Auth Page	Specifies whether to authenticate the invite before auto answering a page.  Default: No
Default Ring	Type of ring heard. Choose from No Ring or 1 through 10.  Ring options are Sunlight, Chirp 1, Chirp 2, Delight, Evolve, Mellow, Mischief, Reflections, Ringer, Ascent, Are you there, and Chime.
Auth Page Realm	Identifies the Realm part of the Auth that is accepted when the Auth Page parameter is set to Yes. This parameter accepts alphanumeric characters.
Conference Bridge URL	URL used to join a conference call, generally in the form of the word conference or user@IPaddress:port.
Auth Page Password	Identifies the password used when the Auth Page parameter is set to Yes. This parameter accepts alphanumeric characters.
Mailbox ID	Identifies the voice mailbox number/ID for the phone.
Voice Mail Server	Identifies the SpecVM server for the phone, generally the IP address, and port number of the VM server.
Voice Mail Subscribe Interval	The expiration time, in seconds, of a subscription to a voice mail server.
Auto Ans Page On Active Call	Determines the behavior of the phone when a page call arrives.
Feature Key Sync	Enable the synchronization of settings between the line and the server if necessary.  Feature Key Sync must be enabled for lines that are configured for the following functions or users: <ul style="list-style-type: none"> <li>• Call forward all</li> <li>• DND</li> </ul>
Call Park Monitor Enable	BroadSoft server-only feature. If call park is enabled on the server or on any of the programmable line keys, you need to enable this field for call park notification to work.  Default: No

Parameter	Description
Enable Broadsoft Hoteling	When this parameter is set to yes, the phone sends out subscription messages (without body) to the server. Default: No
Hoteling Subscription Expires	An expiration value that is added in the subscription message. Default value is 3600.
Secure Call Option	The secure call feature works only when the <b>SIP Transport</b> on the <b>Ext (n)</b> tab is set to <b>TLS</b> . Enables secured calls on an extension. Options are: <ul style="list-style-type: none"> <li>• Optional: The phone maintains the current behavior for secure calls.</li> <li>• Required: The phone rejects nonsecure calls from other phones.</li> </ul> Default: Optional

### ACD Settings

Parameter	Description
Broadsoft ACD	Enables the phone for Automatic Call Distribution (ACD). Select <b>Yes</b> to enable or <b>No</b> to disable. Default: No
Call Information Enable	Enables the phone to display details of a call center call. Select <b>Yes</b> to enable or <b>No</b> to disable. Default: No
Disposition Code Enable	Enables the user to add a disposition code. Select <b>Yes</b> to enable or <b>No</b> to disable. Default: No
Trace Enable	Enables the user to trace the last incoming call. Select <b>Yes</b> to enable or <b>No</b> to disable. Default: No
Emergency Escalation Enable	Enables the user to escalate a call to a supervisor in case of emergency. Select <b>Yes</b> to enable or <b>No</b> to disable. Default: No
Queue Status Notification Enable	Displays the call center status and the agent status. Select <b>Yes</b> to enable or <b>No</b> to disable. Default: No

## Proxy and Registration

Parameter	Description
Proxy	<p>SIP proxy server and port number set by the service provider for all outbound requests. For example: 192.168.2.100:6060.</p> <p>The port number is optional. If you don't specify a port, the default port 5060 is used for UDP, and the default port 5061 is used for TLS.</p> <p>When you need to refer to this proxy in another setting, for example, the speed dial line key configuration, use the <code>\$_PROXY</code> macro variable.</p>
Outbound Proxy	All outbound requests are sent as the first hop. Enter an IP address or domain name.
Alternate Proxy Alternate Outbound Proxy	<p>This feature provides fast fall back when there is network partition at the Internet or when the primary proxy (or primary outbound proxy) is not responsive or available. The feature works well in a Verizon deployment environment as the alternate proxy is the Integrated Service Router (ISR) with analog outbound phone connection.</p> <p>Enter the proxy server addresses and port numbers in these fields. After the phone is registered to the primary proxy and the alternate proxy (or primary outbound proxy and alternate outbound proxy), the phone always sends out INVITE and Non-INVITE SIP messages (except registration) via the primary proxy. The phone always registers to both the primary and alternate proxies. If there is no response from the primary proxy after timeout (per the SIP RFC spec) for a new INVITE, the phone attempts to connect with the alternate proxy. The phone always tries the primary proxy first, and immediately tries the alternate proxy if the primary is unreachable.</p> <p>Active transactions (calls) never fall back between the primary and alternate proxies. If there is fall back for a new INVITE, the subscribe/notify transaction will fall back accordingly so that the phone's state can be maintained properly. You must also set Dual Registration in the Proxy and Registration section to Yes.</p>
Use OB Proxy In Dialog	<p>Determines whether to force SIP requests to be sent to the outbound proxy within a dialog. Ignored if the <b>Use Outbound Proxy</b> field is set to <b>No</b> or if the <b>Outbound Proxy</b> field is empty.</p> <p>Default: Yes</p>

Parameter	Description
Register	<p>Enables periodic registration with the proxy. This parameter is ignored if a proxy is not specified. To enable this feature, select <b>Yes</b>.</p> <p>Default: Yes</p>
Make Call Without Reg	<p>Enables making outbound calls without successful (dynamic) registration by the phone. If set to No, the dial tone plays only when registration is successful. To enable this feature, select <b>Yes</b>.</p> <p>Default: No</p>
Register Expires	<p>Defines how often the phone renews registration with the proxy. If the proxy responds to a REGISTER with a lower expires value, the phone renews registration based on that lower value instead of the configured value.</p> <p>If registration fails with an “Expires too brief” error response, the phone retries with the value specified in the Min-Expires header of the error.</p> <p>The range is from 32 to 2000000.</p> <p>Default: 3600 seconds</p>
Ans Call Without Reg	<p>If enabled, the user does not have to be registered with the proxy to answer calls.</p> <p>Default: No</p>
Use DNS SRV	<p>Enables DNS SRV lookup for the proxy and outbound proxy. To enable this feature, select <b>Yes</b>. Otherwise, select <b>No</b>.</p> <p>Default: No</p>
DNS SRV Auto Prefix	<p>Enables the phone to automatically prepend the proxy or outbound proxy name with <code>_sip._udp</code> when performing a DNS SRV lookup on that name.</p> <p>Default: No</p>
Proxy Fallback Intvl	<p>Sets the delay after which the phone retries from the highest priority proxy (or outbound proxy) after it has failed over to a lower priority server.</p> <p>The phone should have the primary and backup proxy server list from a DNS SRV record lookup on the server name. It needs to know the proxy priority; otherwise, it does not retry.</p> <p>The range is from 0 to 65535.</p> <p>Default: 3600 seconds</p>

Parameter	Description
Proxy Redundancy Method	<p>Select <b>Normal</b> or <b>Based on SRV Port</b>. The phone creates an internal list of proxies returned in the DNS SRV records.</p> <p>If you select Normal, the list contains proxies ranked by weight and priority.</p> <p>If you select Based on SRV Port, the phone uses normal, then inspects the port number based on the first-listed proxy port.</p> <p>Default: Normal</p>
Dual Registration	<p>Set to <b>Yes</b> to enable the Dual registration/Fast Fall back feature. To enable the feature you must also configure the alternate proxy/alternate outbound proxy fields in the Proxy and Registration section.</p>
Auto Register When Failover	<p>If set to No, the fallback happens immediately and automatically. If the Proxy Fallback Intvl is exceeded, all the new SIP messages go to the primary proxy.</p> <p>If set to Yes, the fallback happens only when current registration expires, which means only a REGISTER message can trigger fallback.</p> <p>For example, when the value for Register Expires is 3600 seconds and Proxy Fallback Intvl is 600 seconds, the fallback is triggered 3600 seconds later and not 600 seconds later. When the value for Register Expires is 600 seconds and Proxy Fallback Intvl is 1000 seconds, the fallback is triggered at 1200 seconds. After successfully registering back to primary server, all the SIP messages go to primary server.</p>

### Subscriber Information

Parameter	Description
Display Name	Name displayed as the caller ID.
User ID	<p>Extension number for this line.</p> <p>When you need to refer to this user ID in another setting, for example, the short name for a line key, use the \$USER macro variable.</p>
Password	<p>Password for this line.</p> <p>Default: Blank (no password required)</p>
Auth ID	<p>Authentication ID for SIP authentication.</p> <p>Default: Blank</p>

Parameter	Description
SIP URI	<p>The parameter by which the user agent will identify itself for this line. If this field is blank, the actual URI used in the SIP signaling should be automatically formed as:</p> <p><code>sip:UserName@Domain</code></p> <p>where <code>UserName</code> is the username given for this line in the User ID, and <code>Domain</code> is the domain given for this profile in the User Agent Domain. If the User Agent Domain is an empty string, then the IP address of the phone should be used for the domain.</p> <p>If the URI field is not empty, but if a SIP or SIPS URI contains no <code>@</code> character, the actual URI used in the SIP signaling should be automatically formed by appending this parameter with an <code>@</code> character followed by the IP address of the device.</p>

### XSI Line Service

Parameter	Description
XSI Host Server	<p>Enter the name of the server; for example, .</p> <p><b><code>xsi.iopl.broadworks.net</code></b></p> <p><b>Note</b> XSI Host Server uses http protocol by default. To enable XSI over HTTPS, you can specify <code>https://</code> in the server.</p> <p>For example:</p> <p><b><code>https://xsi.iopl.broadworks.net</code></b></p> <p>You can also specify a port for the server.</p> <p>For example:</p> <p><b><code>https://xsi.iopl.broadworks.net:5061</code></b></p> <p>If you don't specify a port. The default port for the specified protocol is used.</p> <p>Default: Blank</p>
XSI Authentication Type	<p>Determines the XSI authentication type. Select <b>Login Credentials</b> to authenticate access with Login User ID and Login Password. Select <b>SIP Credentials</b> to authenticate access with the register Auth ID and Password of the SIP account registered on the phone.</p> <p>Default: Login Credentials</p>

Parameter	Description
Login User ID	<p>BroadSoft User ID of the phone user; for example, johndoe@xdp.broadsoft.com.</p> <p>For any XSI Authentication Type, you must enter <b>Login User ID</b>. Without <b>Login User ID</b>, the BroadWorks Anywhere feature does not work.</p> <p>Default: Blank</p>
Login Password	<p>Alphanumeric password associated with the Login User ID.</p> <p>Enter Login Password, when you select <b>Login Credentials</b> for XSI authentication type.</p> <p>Default: Blank</p>
Anywhere Enable	<p>Enables BroadWorks Anywhere feature on an extension.</p> <p>If you choose <b>Yes</b>, Anywhere is enabled on this line, and the user can use the phone menu to add multiple locations to this specific line.</p> <p>Default: Yes</p>
Block CID Enable	<p>Enables XSI Caller ID blocking on a line.</p> <p>Choose <b>Yes</b> to enable the synchronization of blocking caller id status with the server using XSI interface. Choose <b>No</b> to use the phone's local blocking caller id settings.</p>
CFWD Enable	<p>Enables or disables call forwarding status sync on a line via XSI service.</p> <p>Choose <b>Yes</b> to enable the phone to synchronize the call forwarding status with the server using the XSI service. Choose <b>No</b> to disable this feature.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• When <b>Feature Key Sync</b> is set to <b>Yes</b>, FKS takes precedent over XSI synchronization.</li> <li>• If XSI host server and credentials are not entered and the <b>CFWD Enable</b> field is set to <b>Yes</b>, the phone user can't forward calls on the phone.</li> </ul>



Parameter	Description
DND Enable	<p>Enables or disables DND status sync on a line via XSI service.</p> <p>Choose <b>Yes</b> to enable the phone to synchronize DND status with the server using the XSI service. Choose <b>No</b> to disable this feature.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• When <b>Feature Key Sync</b> is set to <b>Yes</b>, FKS takes precedent over XSI synchronization.</li> <li>• If XSI host server and credentials are not entered and the <b>DND Enable</b> field is set to <b>Yes</b>, the phone user can't turn on DND mode on the phone.</li> </ul>

### Audio Configuration

Parameter	Description
Preferred Codec	<p>Preferred codec for all calls. The actual codec used in a call still depends on the outcome of the codec negotiation protocol.</p> <p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• G711u</li> <li>• G711a</li> <li>• G729a</li> <li>• G729ab</li> <li>• G722</li> <li>• G722.2</li> <li>• iLBC</li> <li>• OPUS</li> <li>• iSAC</li> </ul> <p>Default: G711u</p>
Use Pref Codec Only	<p>Select <b>No</b> to use any code. Select <b>Yes</b> to use only the preferred codes. When you select Yes, calls fail if the far end does not support the preferred codecs.</p> <p>Default: No</p>
Second Preferred Codec	<p>Codec to use if the first codec fails.</p> <p>Default: Unspecified</p>

Parameter	Description
Third Preferred Codec	Codec to use if the second codec fails. Default: Unspecified
G711u Enable	Enables use of the G.711u codec. Default: Yes
G711a Enable	Enables use of the G.711a codec. Default: Yes
G729a Enable	To enable use of the G.729a codec at 8 kbps, select <b>Yes</b> . Otherwise, select <b>No</b> . Default: Yes
G722 Enable	Enables use of the G.722 codec. Default: Yes
G722.2 Enable	Enables use of the G.722.2 codec. Default: No
iLBC Enable	Enables use of the iLBC codec. Default: Yes
OPUS Enable	Enables the use of OPUS codec. Default: Yes
Silence Supp Enable	To enable silence suppression so that silent audio frames are not transmitted, select <b>Yes</b> . Otherwise, select <b>No</b> . Default: No
DTMF Tx Method	The method for transmitting DTMF signals to the far end. The options are: <ul style="list-style-type: none"> <li>• AVT—Audio video transport. Sends DTMF as AVT events.</li> <li>• InBand—Sends DTMF by using the audio path.</li> <li>• Auto—Uses InBand or AVT based on the outcome of codec negotiation.</li> <li>• INFO—Uses the SIP INFO method.</li> </ul>

Parameter	Description
Codec Negotiation	When set to Default, the Cisco IP phone responds to an Invite with a 200 OK response advertising the preferred codec only. When set to List All, the Cisco IP phone responds listing all the codecs that the phone supports. The default value is Default, or to respond with the preferred codec only.
Encryption Method	Encryption method to be used during secured call. Options are AES 128 and AES 256 GCM Default: 128.

## Dial Plan

Parameter	Description
Dial Plan	Dial plan script for the selected extension. The dial plan syntax allows the designation of three parameters for use with a specific gateway: <ul style="list-style-type: none"> <li>• uid – The authentication user-id</li> <li>• pwd – The authentication password</li> <li>• nat – If this parameter is present, use NAT mapping.</li> </ul> Separate each parameter with a semi-colon (;).
Caller ID Map	Inbound caller ID numbers can be mapped to a different string. For example, a number that begins with +44xxxxxx can be mapped to 0xxxxxx. This feature has the same syntax as the Dial Plan parameter. With this parameter, you can specify how to map a caller ID number for display on screen and recorded into call logs.
Enable URI Dialing	Enables or disables URI dialing.
Emergency Number	Enter a comma-separated list of emergency numbers. When one of these numbers is dialed, the unit disables processing of CONF, HOLD, and other similar softkeys or buttons to avoid accidentally putting the current call on hold. The phone also disables hook flash event handling.  Only the far end can terminate an emergency call. The phone is restored to normalcy after the call is terminated and the receiver is back on-hook.  Maximum number length is 63 characters. Defaults to blank (no emergency number).

## E911 Geolocation Configuration

### E911 Geolocation Configuration

Parameter	Description
Company UUID	The Universally Unique Identifier (UUID) assigned to the customer by the emergency call services provider.  Maximum identifier length is 128 characters. Defaults to blank.
Primary Request URL	Encrypted HTTPS phone location request. The request uses the phone IP addresses, MAC address, Network Access Identifier (NAI), and chassis ID and port ID assigned by the network switch manufacturer. The request also includes the location server name and the customer identifier.  The server used by the emergency call services provider responds with an Emergency Response Location (ERL) that has a location Uniform Resource Identifier (URI) tied to the user phone IP address.  Defaults to blank.
Secondary Request URL	Encrypted HTTPS request sent to the emergency call services provider's backup server to obtain the user's phone location.  Defaults to blank.

See [Emergency Call Support Terminology, on page 188](#) for terms that describe emergency call support for phones.

## User

### Hold Reminder

Parameter	Description
Hold Reminder Timer	Specifies the time delay (in seconds), that a ring splash is heard on an active call when another call was placed on hold.  Default: 0
Hold Reminder Ringtone	Specifies the volume of the timer ringtone.

### Call Forward

Parameter	Description
Cfwd Setting	Select <b>Yes</b> to enable call forwarding.

Parameter	Description
Cfwd All Dest	Enter the extensions to which the call is forwarded.
Cfwd Busy Dest	Enter the extensions to forward calls to when the line is busy. Default: voicemail
Cfwd No Ans Dest	Enter the extension to forward calls to when the call is not answered. Default: voicemail
Cfwd No Ans Delay	Enter the delay in time (in seconds) to wait before forwarding a call that is unanswered. Default: 20 seconds

### Speed Dial

Parameter	Description
Speed Dial Name (2 to 9)	Name assigned to a specific speed dial number. Default: Blank
Speed Dial Number 2 to 9)	Target phone number (or URL) assigned to speed dial 2, 3, 4, 5, 6, 7, 8, or 9. Press the digit key (2-9) to dial out the assigned number. Default: Blank

### Supplementary Services

Parameter	Description
CW Setting	Enables or disables the Call Waiting service. Default: Yes
Block CID Setting	Enables or disables the Block CID service. Default: No
Block ANC Setting	Enables or disables the Block ANC service. Default: No
DND Setting	Enables or disables the DND settings options for a user.
Handset LED Alert	Enables or disables LED alert on the handset. Options are: Voicemail and Voicemail, Missed Call. Default: Voicemail

Parameter	Description
Secure Call Setting	Enables or disables Secure Call. Default: No
Auto Answer Page	Enables or disables automatic answering of paged calls. Default: Yes
Preferred Audio Device	Choose the type of audio that the phone will use. Options are: Speaker and Headset. Choose the type of audio that the phone will use. Options are: Speaker and Headset. Default: None
Time Format	Choose the time format for the phone (12 or 24 hour). Default: 12hr
Date Format	Choose the date format for the phone (month/day or day/month). Default: month/day
Miss Call Shortcut	Enables or disables the option for creating a missed call shortcut.
Alert Tone Off	Enables or disables the alert tone.
Log Missed Calls for EXT (n)	Enables or disables the missed calls logs for a specific extension.
Shared Line DND C fwd Enable	Enable/disable the Shared Line DND Call Forward.

## Audio Volume

Parameter	Description
Ringer Volume	Sets the default volume for the ringer. Default: 9
Speaker Volume	Sets the default volume for the speakerphone. Default: 8
Handset Volume	Sets the default volume for the handset. Default: 10
Headset Volume	Sets the default volume for the headset. Default: 10

Parameter	Description
Electronic Hookswitch Control	Enables or disables the Electronic HookSwitch (EHS) feature.  After EHS is enabled, the AUX port does not output phone logs.

## Audio Compliance

Parameter	Description
Compliant Standard	Specifies the compliance standard for the phone audio. The available options are: <ul style="list-style-type: none"> <li>• <b>ETSI</b>: A set of standards for speech and multimedia transmission for the narrowband and wideband terminals from European Telecommunications Standards Institute (ETSI).</li> <li>• <b>TIA</b>: A set of standards from US Telecommunications Industry Association (TIA). The standards are for narrowband and wideband audio transmission via wired telephones.</li> </ul> <p>Default: TIA</p>

## Screen

Parameter	Description
Screen Saver Enable	Enables a screen saver on the phone. When the phone is idle for a specified time, it enters screen saver mode.  Default: No
Screen Saver Type	Types of screen saver. Options you can choose: <ul style="list-style-type: none"> <li>• <b>Clock</b>: Displays a digital clock on a plain background.</li> <li>• <b>Download Picture</b>: Displays a picture pushed from the phone webpage.</li> <li>• <b>Lock</b> : Enables locking of the screensaver.</li> </ul>
Screen Saver Wait	Amount of idle time before screen saver displays. enter the number of seconds of idle time to elapse before the screen saver starts.  Default: 300

Parameter	Description
Screen Saver Refresh Period	Number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).
Back Light Timer	Number of seconds for which the back light timer will be on.
LCD Contrast	Value for desired contrast.
Logo Type	Type of logo displayed on the phone screen. Options you can choose: <ul style="list-style-type: none"> <li>• Default</li> <li>• Download Picutre</li> <li>• Text Logo</li> </ul>
Text Logo	Text logo to display when the phone boots up. A service provider, for example, can enter logo text as follows: <ul style="list-style-type: none"> <li>• Up to 2 lines of text</li> <li>• Each line must be fewer than 32 characters</li> <li>• Insert a new line character (\n) between lines</li> <li>• Insert escape code %0a</li> </ul> <p>For example,</p> <pre>Super\n%0aTelecom</pre> <p>displays:</p> <pre>Super Telecom</pre> <p>Use the + character to add spaces for formatting. For example, you can add multiple + characters before and after the text to center it.</p>
Picture Download URL	URL locating the (.png) file to display on the phone screen background. <p>For more information, see the <a href="#">Phone Information and Display Settings, on page 125</a>.</p>



## Att Console

### General



**Note** The attendant console tab, labeled **Att Console**, is only available in **Admin Login > advanced** mode.

Parameter	Description
Subscribe Expires	Specifies how long the subscription remains valid. After the specified period of time elapses, the Cisco Attendant Console initiates a new subscription. Default: 1800
Subscribe Retry Interval	Specifies the length of time to wait to try again if the subscription fails. Default: 30
Subscribe Delay	Length of delay before attempting to subscribe. Default: 1
Server Type	Specifies the server type with which the phone is connected. Options available: <ul style="list-style-type: none"> <li>• BroadSoft</li> <li>• SPA9000</li> <li>• Asterisk</li> <li>• RFC3265_4235</li> <li>• Sylantro</li> </ul>

Parameter	Description
BLF List URI	<p>The Uniform Resource Identifier (URI) of the Busy Lamp Field (BLF) list that you have set up for a user of the phone, on the BroadSoft server.</p> <p>This field is only applicable if the phone is registered to a BroadSoft server. The BLF list is the list of users whose lines the phone is allowed to monitor. See <a href="#">Phone Configuration for Monitoring Other Phones, on page 162</a> for details.</p> <p>The BLF List URI must be specified in the format <b>&lt;URI name&gt;@&lt;server&gt;</b>. The BLF List URI specified must be the same as the value configured for the <b>List URI: sip</b> parameter on the BroadSoft server.</p> <p>Default: Blank</p> <p>Example XML configuration:</p> <pre data-bbox="922 848 1490 898">&lt;BLF_List_URI ua="na"&gt;MonitoredUsersList@sipurash22.com&lt;/BLF_List_URI&gt;</pre>
Use Line Keys For BLF List	<p>Controls whether the phone uses its line keys to monitor the BLF list, when monitoring of the BLF list is active.</p> <p>This setting only has significance when <b>BLF List</b> is set to <b>Show</b>.</p> <p>Default: No</p> <p>Example XML configuration:</p> <pre data-bbox="922 1213 1490 1264">&lt;Use_Line_Keys_For_BLF_List ua="na"&gt;Yes&lt;/Use_Line_Keys_For_BLF_List&gt;</pre>

Parameter	Description
Customizable PLK Options	<p>Features that users are allowed to configure on line keys.</p> <p>To allow a feature, add the corresponding option as shown below. Separate options with the semi-colon (;).</p> <ul style="list-style-type: none"> <li>• Speed dial: <code>sd</code></li> <li>• Busy Lamp Field (BLF) key to monitor a user: <code>blf</code></li> <li>• Call pickup from a monitored line: <code>cp</code></li> </ul> <p><b>Note</b> This option is only effective when the <code>blf</code> option is added.</p> <p>Default: <code>sd;</code></p> <p><b>Note</b> Adding the <code>sd</code> option automatically allows users to configure speed dial to a monitored line (speed dial with BLF) when the <code>blf</code> option is added.</p> <p>Example, to allow all features:</p> <pre>sd;blf;cp</pre> <p>Example XML configuration:</p> <pre>&lt;Customizable_PLK_options ua="na"&gt;sd;&lt;/Customizable_PLK_options&gt;</pre>
BLF List	<p>Activates or deactivates monitoring of the BLF list.</p> <p>When set to <b>Show</b>, the phone assigns available line keys in sequence, to monitor the BLF list entries. The labels of the BLF list keys show the names of the monitored users and the status of the monitored lines.</p> <p>This setting only has significance when <b>BLF List URI</b> is configured.</p> <p>Example XML configuration:</p> <pre>&lt;BLF_List ua="rw"&gt;Show&lt;/BLF_List&gt;</pre>
BXfer to Starcode Enable	<p>When set to <b>Yes</b>, the phone performs a blind transfer when the <code>*code</code> is defined in a speed dial extended function,. If set to <b>No</b>, the current call is held and a new call is started to the speed dial destination.</p> <p>Default: No</p>

Parameter	Description
BXfer On Speed Dial Enable	<p>When set to <b>Yes</b>, the phone performs a blind transfer when the speed dial function key is selected. When set to no, the current connected call is held and a new call to the speed dial destination is started.</p> <p>For example, when a user parks a call using the speed dial function, if the parameter is enabled, a blind transfer is performed to the parking lot. If the parameter is not enabled, an attended transfer is performed to the parking lot.</p> <p>Default: No</p>
BXfer To Remote Party Number Enable	<p>When set to <b>Yes</b>, the phone performs a blind transfer to a remote number. When set to no, blind transfer to remote number is disabled.</p>
BLF Label Display Mode	<p>Options to select a mode which displays on the phone screen for BLF.</p> <p>Default: Blank</p>

**Unit**

Enter the programming information for each line key for the Attendant Console unit.

Parameter	Description
Unit Enable	Indicates whether the key expansion module that is added to the phone is enabled.
Unit Online	Indicates whether the key expansion module that is added to the phone is active.
HW Version	Displays the hardware version of the key expansion module that is added to the phone..
SW Version	Displays the software version of the key expansion module that is added to the phone.

**TR-069****TR-069**

Parameter	Description
Enable TR-069	<p>Settings that enables or disables the TR-069 function.</p> <p>Default: Disabled</p>

Parameter	Description
ACS URL	URL of the ACS that uses the CPE WAN Management Protocol. This parameter must be in the form of a valid HTTP or HTTPS URL. The host portion of this URL is used by the CPE to validate the ACS certificate when it uses SSL or TLS.
ACS Username	Username that authenticates the CPE to the ACS when ACS uses the CPE WAN Management Protocol. This username is used only for HTTP-based authentication of the CPE.  If the user name is not configured, admin is used as default.
ACS Password	Password to access to the ACS for a specific user. This password is used only for HTTP-based authentication of the CPE.  If the password is not configured, admin is used as default.
ACS URL In Use	URL of the ACS that is currently in use. This is a read-only field.
Connection Request URL	URL of the ACS that makes the connection request to the CPE.
Connection Request Username	Username that authenticates the ACS that makes the connection request to the CPE.
Connection Request Password	Password used to authenticate the ACS that makes a connection request to the CPE.
Periodic Inform Interval	Duration in seconds of the interval between CPE attempts to connect to the ACS when Periodic Inform Enable is set to yes.  Default value is 20 seconds.
Periodic Inform Enable	Settings that enables or disables the CPE connection requests. Default value is Yes.
TR-069 Traceability	Settings that enables or disables TR-069 transaction logs.  The default value is No.
CWMP V1.2 Support	Settings that enables or disables CPE WAN Management Protocol (CWMP) support. If set to disable, the phone does not send any Inform messages to the ACS nor accept any connection requests from the ACS.  Default value is Yes.
TR-069 VoiceObject Init	Settings to modify voice objects. Select Yes to initialize all voice objects to factory default values or select No to retain the current values.
TR-069 DHCPOption Init	Settings to modify DHCP settings. Select Yes to initialize the DHCP settings from the ACS or select No to retain the current DHCP settings.
TR-069 Fallback Support	Settings that enables or disables the TR-069 fallback support.  If the phone attempts to discover the ACS with DHCP and is unsuccessful, the phone next uses DNS to resolve the ACS IP address.

Parameter	Description
BACKUP ACS URL	Backup URL of the ACS that uses the CPE WAN Management Protocol. This parameter must be in the form of a valid HTTP or HTTPS URL. The host portion of this URL is used by the CPE to validate the ACS certificate when it uses SSL or TLS.
BACKUP ACS User	Backup username that authenticates the CPE to the ACS when ACS uses the CPE WAN Management Protocol. This username is used only for HTTP-based authentication of the CPE.
BACKUP ACS Password	Backup password to access to the ACS for a specific user. This password is used only for HTTP-based authentication of the CPE.
<b>Note</b>	If you do not configure the above parameters, you can also fetch them through DHCP options 60,43, and 125.

## Call History

Displays the call history for the phone. To change the information displayed, select the type of call history from the following tabs:

- All Calls
- Missed
- Received
- Placed

Select **Add to Directory** to add the call information to your Personal Directory.

## Personal Directory

The Personal Directory allows a user to store a set of personal numbers. Directory entries can include the following contact information:

- No. (the directory number)
- Name
- Work
- Mobile
- Home
- Speed Dials

To edit contact information, click **Edit Contacts**.



# CHAPTER 13

## Troubleshooting

- [General Troubleshooting Information, on page 305](#)
- [Startup Problems, on page 307](#)
- [Phone Reset Problems, on page 309](#)
- [Phone Cannot Connect to LAN, on page 310](#)
- [Audio Problems, on page 311](#)
- [General Telephone Call Problems, on page 311](#)
- [Feature Troubleshooting, on page 312](#)
- [Phone Display Problems, on page 314](#)
- [Report All Phone Issues from the Phone Web Page, on page 316](#)
- [Report a Phone Problem Remotely, on page 317](#)
- [Troubleshooting Procedures, on page 317](#)
- [Additional Troubleshooting Information, on page 318](#)

## General Troubleshooting Information

The following table provides general troubleshooting information for the Cisco IP Phone.

**Table 23: Cisco IP Phone Troubleshooting**

Summary	Explanation
Connecting a Cisco IP Phone to another Cisco IP Phone	Cisco does not support connecting an IP phone to another IP Phone through the PC port. Each IP Phone should connect directly to a switch port. If phones are connected together in a line by using the PC port, the phones do not work.
Prolonged broadcast storms cause IP phones to reset, or be unable to make or answer a call	A prolonged Layer 2 broadcast storm (lasting several minutes) on the voice VLAN may cause IP phones to reset, lose an active call, or be unable to initiate or answer a call. Phones may not come up until a broadcast storm ends.

Summary	Explanation
Moving a network connection from the phone to a workstation	<p>If you power your phone through the network connection, you must be careful if you decide to unplug the network connection of the phone and plug the cable into a desktop computer.</p> <p><b>Caution</b> The network card in the computer cannot receive power through the network connection; if power comes through the connection, the network card can be destroyed. To protect a network card, wait 10 seconds or longer after unplugging the cable from the phone before plugging it into a computer. This delay gives the switch enough time to recognize that there is no longer a phone on the line and to stop providing power to the cable.</p>
Changing the telephone configuration	<p>By default, the administrator password settings are locked to prevent users from making changes that could impact their network connectivity. You must unlock the administrator password settings before you can configure them.</p> <p><b>Note</b> If the administrator password is not set in common phone profile, then user can modify the network settings.</p>
Codec mismatch between the phone and another device	<p>The RxType and the TxType statistics show the codec that is used for a conversation between this Cisco IP Phone and the other device. The values of these statistics should match. If they do not, verify that the other device can handle the codec conversation, or that a transcoder is in place to handle the service. See <a href="#">Display Call Statistics Window, on page 208</a> for details.</p>
Sound sample mismatch between the phone and another device	<p>The RxSize and the TxSize statistics show the size of the voice packets that are used in a conversation between this Cisco IP Phone and the other device. The values of these statistics should match. See <a href="#">Display Call Statistics Window, on page 208</a> for details.</p>



Summary	Explanation
Loopback condition	<p>A loopback condition can occur when the following conditions are met:</p> <ul style="list-style-type: none"> <li>• The SW Port Configuration option on the phone is set to 10 Half (10-BaseT/half duplex).</li> <li>• The phone receives power from an external power supply.</li> <li>• The phone is powered down (the power supply is disconnected).</li> </ul> <p>In this case, the switch port on the phone can become disabled and the following message appears in the switch console log:</p> <pre>HALF_DUX_COLLISION_EXCEED_THRESHOLD</pre> <p>To resolve this problem, reenable the port from the switch.</p>

## Startup Problems

After you install a phone into your network and you can access the phone web page (phone Configuration Utility), the phone should start up as described in the related topic below.

If the phone does not start up properly, see the following sections for troubleshooting information.

### Cisco IP Phone Does Not Go Through the Normal Startup Process

#### Problem

When you connect a Cisco IP Phone to the network port, the phone does not go through the normal startup process as described in the related topic and the phone screen does not display information.

#### Cause

If the phone does not go through the startup process, the cause may be faulty cables, bad connections, network outages, lack of power, or the phone may not be functional.

#### Solution

To determine whether the phone is functional, use the following suggestions to eliminate other potential problems.

- Verify that the network port is functional:
  - Exchange the Ethernet cables with cables that you know are functional.
  - Disconnect a functioning Cisco IP Phone from another port and connect it to this network port to verify that the port is active.

- Connect the Cisco IP Phone that does not start up to a different network port that is known to be good.
- Connect the Cisco IP Phone that does not start up directly to the port on the switch, eliminating the patch panel connection in the office.
- Verify that the phone is receiving power:
  - If you are using external power, verify that the electrical outlet is functional.
  - If you are using in-line power, use the external power supply instead.
  - If you are using the external power supply, switch with a unit that you know to be functional.
- If the phone still does not start up properly, power up the phone with the handset off-hook. When the phone is powered up in this way, it attempts to launch a backup software image.
- If the phone still does not start up properly, perform a factory reset of the phone.
- After you attempt these solutions, if the phone screen on the Cisco IP Phone does not display any characters after at least five minutes, contact a Cisco technical support representative for additional assistance.

## Phone Displays Error Messages

### Problem

Status messages display errors during startup.

### Solution

While the phone cycles through the startup process, you can access status messages that might provide you with information about the cause of a problem. See the “Display Status Messages Window” section for instructions about accessing status messages and for a list of potential errors, their explanations, and their solutions.

## Phone Cannot Connect Using DNS

### Problem

The DNS settings may be incorrect.

### Solution

If you use DNS to access the TFTP server or Third-Party Call Control Manager, you must ensure that you specify a DNS server.

## Configuration File Corruption

### Problem

If you continue to have problems with a particular phone that other suggestions in this chapter do not resolve, the configuration file may be corrupted.

**Solution**

Get a new configuration file remotely from the provisioning server using `resync`.

## Cisco IP Phone Cannot Obtain IP Address

**Problem**

If a phone cannot obtain an IP address when it starts up, the phone may not be on the same network or VLAN as the DHCP server, or the switch port to which the phone connects may be disabled.

**Solution**

Ensure that the network or VLAN to which the phone connects has access to the DHCP server, and ensure that the switch port is enabled.

## Phone Reset Problems

If users report that their phones are resetting during calls or while the phones are idle on their desk, you should investigate the cause. If the network connection and Third Party Call Control connection are stable, a Cisco IP Phone should not reset.

Typically, a phone resets if it has problems in connecting to the Ethernet network or to Third Party Call Control.

## Phone Resets Due to Intermittent Network Outages

**Problem**

Your network may be experiencing intermittent outages.

**Solution**

Intermittent network outages affect data and voice traffic differently. Your network might be experiencing intermittent outages without detection. If so, data traffic can resend lost packets and verify that packets are received and transmitted. However, voice traffic cannot recapture lost packets. Rather than retransmitting a lost network connection, the phone resets and attempts to reconnect to the network. Contact the system administrator for information on known problems in the voice network.

## Phone Resets Due to DHCP Setting Errors

**Problem**

The DHCP settings may be incorrect.

**Solution**

Verify that you have properly configured the phone to use DHCP. Verify that the DHCP server is set up properly. Verify the DHCP lease duration. We recommend that you set the lease duration to 8 days.

## Phone Resets Due to Incorrect Static IP Address

### Problem

The static IP address assigned to the phone may be incorrect.

### Solution

If the phone is assigned a static IP address, verify that you have entered the correct settings.

## Phone Resets During Heavy Network Usage

### Problem

If the phone appears to reset during heavy network usage, it is likely that you do not have a voice VLAN configured.

### Solution

Isolating the phones on a separate auxiliary VLAN increases the quality of the voice traffic.

## Phone Does Not Power Up

### Problem

The phone does not appear to be powered up.

### Solution

In most cases, a phone restarts if it powers up by using external power but loses that connection and switches to PoE. Similarly, a phone may restart if it powers up by using PoE and then connects to an external power supply.

## Phone Cannot Connect to LAN

### Problem

The physical connection to the LAN may be broken.

### Solution

Verify that the Ethernet connection to which the Cisco IP Phone connects is up. For example, check whether the particular port or switch to which the phone connects is down and that the switch is not rebooting. Also ensure that no cable breaks exist.

# Audio Problems

The following sections describe how to resolve audio problems.

## No Speech Path

### Problem

One or more people on a call do not hear any audio.

### Solution

When at least one person in a call does not receive audio, IP connectivity between phones is not established. Check the configuration of routers and switches to ensure that IP connectivity is properly configured.

## Choppy Speech

### Problem

A user complains of choppy speech on a call.

### Cause

There may be a mismatch in the jitter configuration.

### Solution

Check the AvgJtr and the MaxJtr statistics. A large variance between these statistics might indicate a problem with jitter on the network or periodic high rates of network activity.

# General Telephone Call Problems

The following sections help troubleshoot general telephone call problems.

## Phone Call Cannot Be Established

### Problem

A user complains about not being able to make a call.

### Cause

The phone does not have a DHCP IP address. The phones display the message `Configuring IP or Registering`.

**Solution**

1. Verify the following:
  1. The Ethernet cable is attached.
  2. The Third-Party Call Control system is active.
2. Enable audio server debug and capture logs on both phones, then examine the logs.

## Phone Does Not Recognize DTMF Digits or Digits Are Delayed

**Problem**

The user complains that numbers are missed or delayed when the keypad is used.

**Cause**

Pressing the keys too quickly can result in missed or delayed digits.

**Solution**

Keys should not be pressed rapidly.

## Feature Troubleshooting

Here is troubleshooting information related to some of the phone features.

### ACD Call Information Missing

**Problem**

A call center phone does not see call information during a call.

**Solution**

- Check the phone configuration to determine if **Call Information Enable** is set to yes.
- Check the Broadsoft server configuration to determine if the user's Device Profile is configured with "Support Call Center MIME Type".

### Phone Doesn't Show ACD Softkeys

**Problem**

The phone doesn't display the Agent Sign In or Agent Sign Out softkeys.

**Solution**

- Check Broadsoft server configuration to determine if that user has been configured as a call center agent.

- Enable the programmable softkeys (PSK) and add the ACD softkeys to the softkey list. For more information, see [Configuring Programmable Softkeys, on page 171](#).
- Check the phone configuration to determine if **BroadSoft ACD** is set to yes.

## Call Doesn't Record

### Problem

When a user tries to record a call, the recording doesn't take place.

### Cause

This is often due to configuration issues.

### Solution

1. Set the phone to always record a call.
2. Make a call.

If the recording doesn't start, there are configuration problems. Check the configuration of the BroadWorks and third-party recorder.

If the recording does start:

1. Set the phone to record on demand.
2. Set up Wireshark to capture a trace of the network traffic between the phone and Broadworks when the problem occurs. When you have the trace, contact TAC for further assistance.

## An Emergency Call Doesn't Connect to Emergency Services

### Problem

A user tries to place an emergency call, but the call doesn't connect to the emergency services (fire, police, or emergency services operator).

### Solution

Check the emergency call configuration:

- Company Identifier or location request URL setup is incorrect. See [Configure a Phone to Make Emergency Calls, on page 188](#).
- An incorrect or blank emergency number exists in the Dial Plan setup. See [Dial Plan, on page 293](#)

The location request servers (emergency call service provider) did not respond with a phone location, after multiple attempts.

## Presence Status Doesn't Work

### Problem

The phone doesn't show presence information.

### Solution

Use UC Communicator as a reference to verify that the account works.

## Phone Presence Message: Disconnected from Server

### Problem

Instead of presence information, the user sees the message `Disconnected from server`.

### Solution

- Check the Broadsoft server configuration to determine if IM&P service is enabled and assigned to that user.
- Check the phone configuration to determine if the phone can connect to the internet and get the XMPP messages.
- Check the XMPP Incoming and Outgoing messages printed in the syslog to make sure it can login successfully.

## Phone Cannot Access BroadSoft Directory for XSI

### Problem

The phone displays XSI directory access error.

### Solution

1. Check Broadsoft server configuration for the user login and SIP credentials.
2. Check error messages in syslog.
3. Check information on the error on the phone screen.
4. If HTTPS connection fails, check the error message on the phone screen and in the syslog.
5. Install custom CA for HTTPS connection if the BroadSoft certificate is not signed from phone built-in root CA.

## Phone Display Problems

Your users may see unusual screen displays. Use the following sections to troubleshoot the problem.



## The Font is Too Small or Has Unusual Characters

### Problem

The phone screen has smaller fonts than expected or there are unusual characters displayed. Examples of unusual characters are letters from a different alphabet from the characters that the locale uses.

### Cause

Possible causes are:

- TFTP server does not have the correct set of locale and font files
- XML files or other files are specified as a font file
- The font and locale files did not download successfully.

### Solution

- Font files and locale files must be in the same directory.
- Do not add or change files in the locale and font folder structure.
- On the phone web page, select **Admin Login > Advanced > Info > Status** and scroll to the **Locale Download Package** section to verify that the locale and font files downloaded successfully. If they did not, try the download again.

## Phone Screen Displays Boxes Instead of Asian Characters

### Problem

The phone is set for an Asian language, but the phone shows square boxes instead of Asian characters.

### Cause

Possible causes are:

- TFTP server does not have the correct set of locale and font files.
- The font and locale files did not download successfully.

### Solution

- Font files and locale files must be in the same directory.
- On the phone web page, select **Admin Login > Advanced > Info > Status** and scroll to the **Locale Download Package** section to verify that the locale and font files downloaded successfully. If they did not, try the download again.

## Softkey Labels are Truncated

### Problem

The softkey labels appear to be truncated.

### Cause

The phone has the wrong version of files in the TFTP server.

### Solution

Check that the file version is correct for the phone model. Each phone model has its own files.

## Phone Locale is Not Displayed

### Problem

The phone is set to use a different language from the one that is displayed.

### Cause

TFTP server does not have the correct set of locale and font files.

### Solution

Font files and locale files must be in the same directory.

## Report All Phone Issues from the Phone Web Page

If you are working with Cisco TAC to troubleshoot a problem, they typically require the logs from the Problem Reporting Tool to help resolve the issue. You can generate PRT logs using the phone web page and upload them to a remote log server.

### Before you begin

Access the phone administration web page. See [Access the Phone Web Page, on page 80](#).

### Procedure

---

- Step 1** Select **Info > Debug Info**.
- Step 2** In the **Problem Reports** section, click **Generate PRT**.
- Step 3** Enter the following information in the **Report Problem** screen:
- Enter the date that you experienced the problem in the **Date** field. The current date appears in this field by default.
  - Enter the time that you experienced the problem in the **Time** field. The current time appears in this field by default.

- c) In the **Select Problem** drop-down list box, choose the description of the problem from the available options.

**Step 4** Click **Submit** in the **Report Problem** screen.

The Submit button is enabled only if you select a value in the **Select Problem** drop-down list box.

You get a notification alert on the Phone Web page that indicates if the PRT upload was successful or not.

---

## Report a Phone Problem Remotely

You can initiate a phone problem report remotely. The phone generates a problem report using the Cisco Problem Report Tool (PRT), with the problem description “Remote PRT Trigger”. If you have configured an upload rule for problem reports, the phone uploads the problem report according to the upload rule.

You can see the status of the problem report generation and upload on the phone administration web page. When a problem report is successfully generated, you can download the problem report from the phone administration web page.

### Procedure

---

To initiate a phone problem report remotely, initiate a SIP-NOTIFY message from the server to the phone, with the Event specified as prt-gen.

---


## Troubleshooting Procedures

These procedures can be used to identify and correct problems.

### Check DHCP Settings

#### Procedure

---

**Step 1** On the phone, press **Applications** .

**Step 2** Select **Admin Settings > Network Setup > IPv4 Setup**.

**Step 3** Check the DHCP server field.

Check the DHCP option for enabled or disabled.

**Step 4** Check the IP Address, Subnet Mask, and Default Router fields.

If you assign a static IP address to the phone, you must manually enter settings for these options.

**Step 5** If you are using DHCP, check the IP addresses that your DHCP server distributes.

See the *Understanding and Troubleshooting DHCP in Catalyst Switch or Enterprise Networks* document, available at this URL:


[https://www.cisco.com/en/US/tech/tk648/tk361/technologies\\_tech\\_note09186a00800f0804.shtml](https://www.cisco.com/en/US/tech/tk648/tk361/technologies_tech_note09186a00800f0804.shtml)

---

## Verify DNS Settings

### Procedure

---

- Step 1** On the phone, press **Applications** .
- Step 2** Select **Admin Settings > Network Setup > IPv4 Setup**
- Step 3** Check that the DNS Server 1 field is set correctly.
- Step 4** You should also verify that a CNAME entry was made in the DNS server for the TFTP server and for the Third-Party Call Control.

You must also ensure that DNS is configured to do reverse lookups.

---

## Additional Troubleshooting Information

If you have additional questions about troubleshooting your phone, go to the following Cisco website and navigate to the desired phone model:

<https://www.cisco.com/cisco/web/psa/troubleshoot.html>



# CHAPTER 14

## Maintenance

- [Basic Reset, on page 319](#)
- [Voice Quality Monitoring, on page 322](#)
- [Voice Quality Reporting, on page 323](#)
- [Cisco IP Phone Cleaning, on page 325](#)
- [View Phone Information, on page 325](#)
- [Reboot Reasons, on page 325](#)
- [Phone Behavior During Times of Network Congestion, on page 326](#)

## Basic Reset



Performing a basic reset of a Cisco IP Phone provides a way to recover when the phone experiences an error. The reset provides a way to reset or restore various configuration and security settings.



**Note** When you set up emergency calls, the phone requests an updated location whenever a person performs a phone restart.

The following table describes the ways to perform a basic reset. You can reset a phone with any of these operations after the phone has started up. Choose the operation that is applicable for your situation.

**Table 24: Basic Reset Methods**

Operation	Action	Explanation
Restart phone	Press <b>Applications</b>  and choose <b>Admin Settings &gt; Restart</b> .	Resets any user and network setup changes that you have made, to the previously saved settings that the phone has not written to its flash memory. The phone then restarts.
Reset settings	To reset settings, press <b>Applications</b>  and choose <b>Admin Settings &gt; Factory Reset</b> .	Restores the phone configuration or settings to factory default.



---

**Note** When an administrator has set up emergency calls, the phone requests an updated location whenever the administrator does the following actions:

- Registers the phone with the call server.
  - Restarts the phone (phone is registered).
  - Changes the network interface that is used for the SIP registration.
  - Changes the IP address of the phone.
- 

## Factory Reset the Phone with the Keypad

Use these steps to reset the phone to factory default settings using the phone keypad.

### Procedure

---

- Step 1** Unplug the phone:
- If using PoE, unplug the LAN cable.
  - If using the power cube, unplug the power cube.
- Step 2** Wait 5 seconds.
- Step 3** Press and hold # and plug the phone back in.
- Step 4** When the phone boots up, the headset button, the speaker button, and the mute button light up. When the light on the Mute button turns off, press the **123456789\*0#** keys in sequence.
- Step 5** When you press **1**, the lights on the headset button turns off. The light on the Select button flashes when a button is pressed.

After you press these buttons, the phone goes through the factory reset process.

If you press the buttons out of sequence, the phone powers on normally.


**Caution** Do not power down the phone until it completes the factory reset process, and the main screen appears.

---

## Perform Factory Reset from Phone Menu

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Device administration > Factory reset**.
- Step 3** Scroll to **Admin Settings > Reset Settings**, and select **All**.

- Step 4** To restore phone configuration or settings to factory default, press **OK**.
- 

## Factory Reset the Phone from Phone Web Page

You can restore your phone to its original manufacturer settings from the phone web page. After you reset the phone, you can reconfigure it.

### Procedure

---

Reset your phone from the phone web page from one of the methods:

- Enter the URL in a supported web browser and click **Confirm Factory Reset**.

You can enter URL in the format:

```
http://<Phone IP>/admin/factory-reset
```

where:

Phone IP = actual IP address of your phone.

/admin = path to access admin page of your phone.

factory-reset = command that you need to enter in the phone web page to factory-reset your phone.

- On the phone web page, select **Admin Login > Advanced > Info > Debug Info**. Click **Factory Reset** in the **Factory Reset** section and confirm the factory reset message in the next screen. Click **Submit All Changes**.
- 

## Identify Phone Issues with a URL in the Phone Web Page

When the phone doesn't work or doesn't register, a network error or any misconfiguration might be the cause. To identify the cause, add a specific IP address or a domain name to the phone admin page. Then, try to access so that the phone can ping the destination and display the cause.

### Procedure

---

In a supported web browser, enter a URL that consists of your phone IP address and the destination IP that you want to ping. Enter the URL using the format:

```
http://<Phone IP>/admin/ping?<ping destination>, where:
```

<Phone IP> = actual IP address of your phone.

/admin = path to the access admin page of your phone.

<ping destination> = any IP address or domain name that you want to ping.

The ping destination allows only alphanumeric characters, '-', and "\_" (underscores). Otherwise the phone shows an error on the web page. If the *<ping destination>* includes spaces, the phone uses only the first part of the address as the pinging destination.

For example, to ping the 192.168.1.1 address:

```
http://<Phone IP>/admin/ping?192.168.1.1
```

## Voice Quality Monitoring

To measure the voice quality of calls that are sent and received within the network, Cisco IP Phones use these statistical metrics that are based on concealment events. The DSP plays concealment frames to mask frame loss in the voice packet stream.

- **Concealment Ratio metrics**—Show the ratio of concealment frames over total speech frames. An interval conceal ratio is calculated every 3 seconds.
- **Concealed Second metrics**—Show the number of seconds in which the DSP plays concealment frames due to lost frames. A severely “concealed second” is a second in which the DSP plays more than five percent concealment frames.



**Note** Concealment ratio and concealment seconds are primary measurements based on frame loss. A Conceal Ratio of zero indicates that the IP network is delivering frames and packets on time with no loss.

You can access voice quality metrics from the Cisco IP Phone using the Call Statistics screen or remotely by using Streaming Statistics.

## Voice Quality Troubleshooting Tips

When you observe significant and persistent changes to metrics, use the following table for general troubleshooting information.

**Table 25: Changes to Voice Quality Metrics**

Metric Change	Condition
Conceal Ratio and Conceal Seconds increase significantly	Network impairment from packet loss or high jitter.



Metric Change	Condition
Conceal Ratio is near or at zero, but the voice quality is poor.	<ul style="list-style-type: none"> <li>• Noise or distortion in the audio channel such as echo or audio levels.</li> <li>• Tandem calls that undergo multiple encode/decode such as calls to a cellular network or calling card network.</li> <li>• Acoustic problems coming from a speakerphone, handsfree cellular phone or wireless headset.</li> </ul> <p>Check packet transmit (TxCnt) and packet receive (RxCnt) counters to verify that voice packets are flowing.</p>
MOS LQK scores decrease significantly	<p>Network impairment from packet loss or high jitter levels:</p> <ul style="list-style-type: none"> <li>• Average MOS LQK decreases may indicate widespread and uniform impairment.</li> <li>• Individual MOS LQK decreases may indicate bursty impairment.</li> </ul> <p>Cross-check the conceal ratio and conceal seconds for evidence of packet loss and jitter.</p>
MOS LQK scores increase significantly	<ul style="list-style-type: none"> <li>• Check to see if the phone is using a different codec than expected (RxType and TxType).</li> <li>• Check to see if the MOS LQK version changed after a firmware upgrade.</li> </ul>



**Note** Voice quality metrics do not account for noise or distortion, only frame loss.

## Voice Quality Reporting

You can capture voice quality metrics for Voice over Internet Protocol (VoIP) sessions with a Session Initiation Protocol (SIP) event package. Voice call quality information derived from RTP and call information from SIP is conveyed from a User Agent (UA) in a session (reporter) to a third party (collector).

The Cisco IP phone uses User Datagram Protocol (UDP) to send a SIP PUBLISH message to a collector server.

## Supported Scenarios for Voice Quality Reporting

Currently, only the basic call scenario supports voice quality reporting. A basic call can be a peer to peer incoming or outgoing call. The phone supports periodic SIP publish message.

## Mean Opinion Scores and Codecs

The voice quality metrics use Mean Opinion Score (MOS) to rate the quality. A MOS rating of 1 is the lowest quality; a MOS rating of 5 is the highest quality. The following table gives a description of some of the codecs and MOS scores. The phone supports all codecs. For all codecs, the phone sends the SIP Publish message.

Codec	Complexity and Description	MOS	Minimum Call Duration for Valid MOS Value
G.711 (A-law and u-law)	Very low complexity. Supports uncompressed 64 kbps digitized voice transmission at one to ten 5 ms voice frames-per-packet. This codec provides the highest voice quality and uses the most bandwidth of any of the available codecs.	A minimum value of 4.1 indicates good voice quality.	10 seconds
G.729A	Low to medium complexity.	A minimum value of 3.5 indicates good voice quality.	30 seconds
G.729AB	Contains the same reduced complexity modifications present in the G.729A.	A minimum value of 3.5 indicates good voice quality.	30 seconds

## Configure Voice Quality Reporting

You can enable voice quality reporting on the phone with the web interface. Each extension on a phone has a separate voice quality report. For each extension on the phone, use the corresponding **Voice Quality Report Address** field to configure the generation of voice quality report.

### Procedure

---

**Step 1** On the Phone Web page, select **Admin Login > advanced > Voice > Ext x**.

Where:

- Ext x = the extension number on the phone

**Step 2** In **SIP Settings**, enter a value in the **Voice Quality Report Address x** field. You can enter either a domain name or an IP address in this field.

You can also add a port number along with the domain name or an IP address in this field. If you do not enter a port number, the value of the **SIP UDP Port** (5060) is used by default. If the collector server URL parameter is blank, a SIP PUBLISH message is not sent out.

**Step 3** Click **Submit All Changes**.

---

# Cisco IP Phone Cleaning

To clean your Cisco IP Phone, use only a dry soft cloth to gently wipe the phone and the phone screen. Do not apply liquids or powders directly to the phone. As with all non-weatherproof electronics, liquids and powders can damage the components and cause failures.

When the phone is in sleep mode, the screen is blank and the Select button is not lit. When the phone is in this condition, you can clean the screen, as long as you know that the phone will remain asleep until after you finish cleaning.

## View Phone Information

### Procedure

To check the current status of the Cisco IP Phone, click the **Info** tab.

The Info tab shows information about all phone extensions, including phone statistics and the registration status.

## Reboot Reasons

The phone stores the most recent five reasons that the phone was refreshed or rebooted. When the phone is reset to factory defaults, this information is deleted.

The following table describes the reboot and refresh reasons for the Cisco IP Phone.

Reason	Description
Upgrade	The reboot was a result of an upgrade operation (regardless whether the upgrade completed or failed).
Provisioning	The reboot was the result of changes made to parameter values by using the IP phone screen or phone web user interface, or as a result of synchronization.
SIP Triggered	The reboot was triggered by a SIP request.
RC	The reboot was triggered as a result of remote customization.
User Triggered	The user manually triggered a cold reboot.
IP Changed	The reboot was triggered after the phone IP address changed.

You can view the reboot history as follows:

- From the phone web user interface
- From the IP phone screen
- From the phone Status Dump file (<http://phoneIP/status.xml> or <http://phoneIP/admin/status.xml>)

## Reboot History on the Phone Web User Interface

On the **Info > System Status** page, the **Reboot History** section displays the device reboot history, the five most recent reboot dates and times, and a reason for the reboot. Each field displays the reason for the reboot and a time stamp that indicates when the reboot took place.

For example:

```
Reboot Reason 1: [08/13/14 06:12:38] User Triggered
Reboot Reason 2: [08/10/14 10:30:10] Provisioning
Reboot Reason 3: [08/10/14 10:28:20] Upgrade
```

The reboot history displays in reverse chronological order; the reason for the most recent reboot displays in **Reboot Reason 1**.

## Reboot History on the Cisco IP Phone Screen

**Reboot History** is located under **Apps > Admin Settings > Status** menu. In the Reboot History window, the reboot entries displays in reverse chronological order, similar to the sequence that displays on the phone web user interface.

## Reboot History in the Status Dump File

The reboot history is stored in the Status Dump file ([http://<phone\\_IP\\_address>/admin/status.xml](http://<phone_IP_address>/admin/status.xml)).

In this file, tags **Reboot\_Reason\_1** to **Reboot\_Reason\_3** store the reboot history, as shown in this example:

```
<Reboot_History>
<Reboot_Reason_1>[08/10/14 14:03:43]Provisioning</Reboot_Reason_1>
<Reboot_Reason_2>[08/10/14 13:58:15]Provisioning</Reboot_Reason_2>
<Reboot_Reason_3>[08/10/14 12:08:58]Provisioning</Reboot_Reason_3>
<Reboot_Reason_4>
<Reboot_Reason_5>
</Reboot_History/>
```

## 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

To reduce or eliminate any adverse effects to the phones, schedule administrative network tasks during a time when the phones are not being used or exclude the phones from testing.





# APPENDIX **A**

## TR-069 Parameter Comparison

- [XML and TR-069 Parameter Comparison, on page 329](#)

### XML and TR-069 Parameter Comparison

This table shows the XML parameters that the phones use, with their TR-069 counterpart.

TR-069 Parameter	XML Parameter
Device.Services.VoiceService.	N/A
Device.Services.VoiceService. {i}.	N/A
Device.Services.VoiceService. {i}.Capabilities.	N/A
Device.Services.VoiceService. {i}.Capabilities.ButtonMap	N/A
Device.Services.VoiceService. {i}.Capabilities.Codecs.	N/A
Device.Services.VoiceService. {i}.Capabilities.Codecs. {i}.	N/A
Device.Services.VoiceService. {i}.Capabilities.Codecs. {i}.BitRate	N/A
Device.Services.VoiceService. {i}.Capabilities.Codecs. {i}.Codec	N/A
Device.Services.VoiceService. {i}.Capabilities.Codecs. {i}.EntryID	N/A
Device.Services.VoiceService. {i}.Capabilities.Codecs. {i}.PacketizationPeriod	N/A
Device.Services.VoiceService. {i}.Capabilities.Codecs. {i}.SilenceSuppression	N/A
Device.Services.VoiceService. {i}.Capabilities.DigitMap	N/A
Device.Services.VoiceService. {i}.Capabilities.DSCPCoupled	N/A
Device.Services.VoiceService. {i}.Capabilities.EthernetTaggingCoupled	N/A
Device.Services.VoiceService. {i}.Capabilities.FaxPassThrough	N/A
Device.Services.VoiceService. {i}.Capabilities.FaxT38	N/A
Device.Services.VoiceService. {i}.Capabilities.FileBasedRingGeneration	N/A
Device.Services.VoiceService. {i}.Capabilities.FileBasedToneGeneration	N/A
Device.Services.VoiceService. {i}.Capabilities.MaxLineCount	N/A

TR-069 Parameter	XML Parameter
Device.Services.VoiceService. {i}.Capabilities.MaxProfileCount	N/A
Device.Services.VoiceService. {i}.Capabilities.MaxSessionCount	N/A
Device.Services.VoiceService. {i}.Capabilities.MaxSessionsPerLine	N/A
Device.Services.VoiceService. {i}.Capabilities.ModemPassThrough	N/A
Device.Services.VoiceService. {i}.Capabilities.NumberingPlan	N/A
Device.Services.VoiceService. {i}.Capabilities.PatternBasedRingGeneration	N/A
Device.Services.VoiceService. {i}.Capabilities.PatternBasedToneGeneration	N/A
Device.Services.VoiceService. {i}.Capabilities.PSTNSoftSwitchOver	N/A
Device.Services.VoiceService. {i}.Capabilities.Regions	N/A
Device.Services.VoiceService. {i}.Capabilities.RingDescriptionsEditable	N/A
Device.Services.VoiceService. {i}.Capabilities.RingFileFormats	N/A
Device.Services.VoiceService. {i}.Capabilities.RingGeneration	N/A
Device.Services.VoiceService. {i}.Capabilities.RingPatternEditable	N/A
Device.Services.VoiceService. {i}.Capabilities.RTCP	N/A
Device.Services.VoiceService. {i}.Capabilities.RTPRedundancy	N/A
Device.Services.VoiceService. {i}.Capabilities.SignalingProtocols	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.EventSubscription	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.Extensions	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.ResponseMap	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.Role	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.TLSAuthenticationKeySizes	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.TLSAuthenticationProtocols	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.TLSEncryptionKeySizes	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.TLSEncryptionProtocols	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.TLSKeyExchangeProtocols	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.Transports	N/A
Device.Services.VoiceService. {i}.Capabilities.SIP.URISchemes	N/A
Device.Services.VoiceService. {i}.Capabilities.SRTP	N/A
Device.Services.VoiceService. {i}.Capabilities.SRTPEncryptionKeySizes	N/A
Device.Services.VoiceService. {i}.Capabilities.SRTPKeyingMethods	N/A
Device.Services.VoiceService. {i}.Capabilities.ToneDescriptionsEditable	N/A



TR-069 Parameter	XML Parameter
Device.Services.VoiceService. {i}.Capabilities.ToneFileFormats	N/A
Device.Services.VoiceService. {i}.Capabilities.ToneGeneration	N/A
Device.Services.VoiceService. {i}.Capabilities.VoicePortTests	N/A
Device.Services.VoiceService. {i}.VoiceProfile.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.DTMFMethod	DTMF_Tx_Method_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Enable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.AnonymousCalEnable	Block_CID_Setting
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.AnonymousCallBlockEnable	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallerIDEnable	Block_CID_Setting
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallerIDName	Display_Name_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallForwardOnBusyNumber	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallForwardOnNoAnswerNumber	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallForwardOnNoAnswerRingCount	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallForwardUnconditionalEnable	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallForwardUnconditionalNumber	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallReturnEnable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallTransferEnable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.CallWaitingEnable	CW_Setting
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.ConferenceCallingSessionCount	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.ConferenceCallingStatus	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.DoNotDisturbEnable	DND_Setting
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.MaxSessions	Call_Appearances_Per_Line
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.MessageWaiting	Message_Waiting_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.MWIEnable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.RepeatDialEnable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallingFeatures.X_CISCO_SharedLineDNDCfwdEnable	Shared_Line_DND_Cfwd_Enable
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.CallState	N/A

TR-069 Parameter	XML Parameter
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.BitRate	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.Codec	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.Enable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.EntryID	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.PacketizationPeriod	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.Priority	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.List. {i}.SilenceSuppression	Silence_Supp_Enable_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.ReceiveBitRate	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.ReceiveCodec	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.ReceiveSilenceSuppression	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.TransmitBitRate	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.TransmitCodec	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.TransmitPacketizationPeriod	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.TransmitSilenceSuppression	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.X_CISCO_PREFERREDCODEC	Preferred_Codec_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.X_CISCO_PREFERREDCODEC2	Second_PREFERRED_Codec_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.X_CISCO_PREFERREDCODEC3	Third_PREFERRED_Codec_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.X_CISCO_USEPREFCODECONLY	Use_Pref_Codec_Only_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Codec.X_CISCO_CODECNEGOTIATION	Codec_Negotiation_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.DirectoryNumber	User_ID_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Enable	Line_Enable_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.PhyReferenceList	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.RingMuteStatus	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.RingVolumeStatus	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Session.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Session. {i}.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Session. {i}.FarEndIPAddress	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Session. {i}.FarEndUDPPort	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Session. {i}.LocalUDPPort	

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Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Session. {i}.SessionDuration	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Session. {i}.SessionStartTime	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.AuthPassword	Password_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.AuthUserName	User_ID_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.SIPEventSubscribeNumberOfElements	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.URI	SIP_URI_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_AuthID	Auth_ID_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_DisplayName	Display_Name_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_UseDNSSRV	Use_DNS_SRV_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_UserEqualPhone	User_Equal_Phone_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_SetG729annexb	Set_G729_annexb_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_BlindAttnXferEnable	Blind_Attn-Xfer_Enable_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_FeatureKeySync	Feature_Key_Sync_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.SIP.X_CISCO_DNSSRVAutoPrefix	DNS_SRV_Auto_Prefix_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.Status	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.VoiceProcessing.	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.VoiceProcessing.EchoCancellationEnable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.VoiceProcessing.EchoCancellationInUse	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.VoiceProcessing.EchoCancellationTail	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.X_CISCO_DialPlan	Dial_Plan_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Line. {i}.X_CISCO_DefaultRing	Default_Ring_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.MaxSessions	Call_Appearences_Per_Line
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Name	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.NumberOfLines	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Region	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.Reset	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.DSCPMark	RTP_TOS_DiffServ_Value_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.LocalPortMax	RTP_Port_Max
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.LocalPortMin	RTP_Port_Min
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.RTCP.	

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Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.RTCP.Enable	RTCP_Tx_Interval
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.RTCP.TxRepeatInterval	RTCP_Tx_Interval
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.SRTP.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.SRTP.Enable	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.SRTP.EncryptionKeySizes	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.SRTP.KeyingMethods	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.TelephoneEventPayloadType	AVT_Dynamic_Payload
Device.Services.VoiceService. {i}.VoiceProfile. {i}.RTP.X_CISCO_RTTPPacketSize	RTP_Packet_Size
Device.Services.VoiceService. {i}.VoiceProfile. {i}.ServiceProviderInfo.	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.ServiceProviderInfo.ContactPhoneNumber	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.ServiceProviderInfo.EmailAddress	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.ServiceProviderInfo.Name	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.ServiceProviderInfo.URL	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SignalingProtocol	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.	
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.DSCPMark	SIP_TOS_DiffServ_Value_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.InviteExpires	INVITE_Expires
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.Organization	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.OutboundProxy	Outbound_Proxy_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.OutboundProxyPort	Outbound_Proxy_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.ProxyServer	Proxy_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.ProxyServerPort	Proxy_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.ProxyServerTransport	SIP_Transport_<1>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.RegisterExpires	Register_Expires_<i>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.RegisterRetryInterval	Reg_Retry_Intvl
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.RegistersMinExpires	Reg_Min_Expires
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.ReInviteExpires	ReINVITE_Expires
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.SIPEventSubscribeNumberOfElements	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.SIPResponseMapNumberOfElements	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerB	SIP_Timer_B
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerD	SIP_Timer_D
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerF	SIP_Timer_F

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Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerH	SIP_Timer_H
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerJ	SIP_Timer_J
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerT1	SIP_T1
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerT2	SIP_T2
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.TimerT4	SIP_T4
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.UserAgentDomain	N/A
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.UserAgentPort	SIP_Port_<1>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.UserAgentTransport	SIP_Transport_<1>_
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.X_CISCO_SubMinExpires	Sub_Min_Expires
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.X_CISCO_SubMaxExpires	Sub_Max_Expires
Device.Services.VoiceService. {i}.VoiceProfile. {i}.SIP.X_CISCO_SubRetryIntvl	Sub_Retry_Intvl
Device.Services.VoiceService. {i}.VoiceProfile. {i}.STUNEnable	STUN_Enable
Device.Services.VoiceService. {i}.VoiceProfileNumberOfEntries	N/A
Device.Services.VoiceService. {i}.X_CISCO_SIP.	
Device.Services.VoiceService. {i}.X_CISCO_SIP.G711uCodecName	G711u_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.G711aCodecName	G711a_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.G729aCodecName	G729a_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.G729bCodecName	G729b_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.G722CodecName	G722_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.G7222CodecName	G722.2_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.iLBCCodecName	iLBC_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.iSACCodecName	iSAC_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.OPUSCodecName	OPUS_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.AVTCodecName	AVT_Codec_Name
Device.Services.VoiceService. {i}.X_CISCO_SIP.G7222BEDynamicPayload	G722.2_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.G7222OADynamicPayload	G722.2_OA_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.iLBC20msDynamicPayload	iLBC_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.iLBC30msDynamicPayload	iLBC_30ms_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.iSACDynamicPayload	iSAC_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.OPUSDynamicPayload	OPUS_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.AVTDynamicPayload	AVT_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.AVT16kHzDynamicPayload	AVT_16kHz_Dynamic_Payload

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Device.Services.VoiceService. {i}.X_CISCO_SIP.AVT48kHzDynamicPayload	AVT_48kHz_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.INFOREQDynamicPayload	INFOREQ_Dynamic_Payload
Device.Services.VoiceService. {i}.X_CISCO_SIP.DisplayAnonymousFromHeader	Display_Anonymous_From_Header
Device.Services.VoiceService. {i}.X_CISCO_SIP.RedirectKeepAlive	Redirect_Keep_Alive
Device.Services.VoiceService. {i}.X_CISCO_Regional.	
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.	
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.DialTone	Dial_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.OutsideDialTone	Outside_Dial_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.PromptTone	Prompt_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.BusyTone	Busy_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.ReorderTone	Reorder_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.OffHookWarningTone	Off_Hook_Warning_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.RingBackTone	Ring_Back_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.CallWaitingTone	Call_Waiting_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.ConfirmTone	Confirm_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.MWIDialTone	MWI_Dial_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.CfwdDialTone	Cfwd_Dial_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.HoldingTone	Holding_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.ConferenceTone	Conference_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.SecureCallIndicationTone	Secure_Call_Indication_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.PageTone	Page_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.AlertTone	Alert_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.MuteTone	Mute_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.UnmuteTone	Unmute_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.SystemBeep	System_Beep
Device.Services.VoiceService. {i}.X_CISCO_Regional.Tones.CallPickupTone	Call_Pickup_Tone
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.	
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence1	Cadence_1
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence2	Cadence_2
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence3	Cadence_3
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence4	Cadence_4
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence5	Cadence_5

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Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence6	Cadence_6
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence7	Cadence_7
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence8	Cadence_8
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.Cadence9	Cadence_9
Device.Services.VoiceService. {i}.X_CISCO_Regional.Cadences.	
Device.Services.VoiceService. {i}.X_CISCO_Regional.ControlTimer.ReorderDelay	Reorder_Delay
Device.Services.VoiceService. {i}.X_CISCO_Regional.ControlTimer.InterdigitLongTimer	Interdigit_Long_Timer
Device.Services.VoiceService. {i}.X_CISCO_Regional.ControlTimer.InterdigitShortTimer	Interdigit_Short_Timer
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.	
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.NumberOfUnits	Number_of_Units
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.ServerType	
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.SubscribeRetryInterval	Subscribe_Retry_Interval
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.BXferOnSpeedDialEnable	Bxfer_On_Speed_Dial_Enable
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.AttendantConsoleLCDContrast	Attendant_Console_LCD_Brightness
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.BXferToStarcodeEnable	Bxfer_To_Starcode_Enable
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.Unit.	N/A
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.Unit. {i}.	N/A
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.Unit. {i}.Key.	N/A
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.Unit. {i}.Key. {i}.	N/A
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.Unit. {i}.Key. {i}.Config	Unit_<i>_Key_<i>_
Device.Services.VoiceService. {i}.X_CISCO_AttConsole.Unit. {i}.NumberOfKey	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LineKey.	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LineKey. {i}.	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LineKey. {i}.ExtendedFunction	Extended_Function_<i>_
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LineKey. {i}.Extension	Extension_<i>_
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LineKey. {i}.ShareCallApparence	Share_Call_Appearance_<i>_
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LineKey. {i}.ShortName	Short_Name_<i>_
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.NumberOfLineKey	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.StationName	Station_Name
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.GroupPagingScript	Group_Paging_Script
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.VoiceMailNumber	Voice_Mail_Number

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Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.BluetoothMode	Bluetooth_Mode
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Line	Line
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring1	Ring1
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring2	Ring2
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring3	Ring3
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring4	Ring4
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring5	Ring5
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring6	Ring6
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring7	Ring7
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring8	Ring8
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring9	Ring9
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring10	Ring10
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring11	Ring11
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.Ringtone.Ring12	Ring12
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.ConferenceServ	Coference_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.AttnTransferServ	Attn_Transfer_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.BlindTransferServ	Blind_Transfer_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.DNDServ	DND_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.BlockANCServ	Block_ANC_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.BlockCIDServ	Block_CID_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.SecureCallServ	Secure_Call_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.CfwdAllServ	Cfwd_All_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.CfwdBusyServ	Cfwd_Busy_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.CfwdNoAnsServ	Cfwd_No_Ans_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.PagingServ	Paging_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.CallParkServ	Call_Park_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.CallPickUpServ	Call_Pick_Up_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.ACDLoginServ	ACD_Login_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.GroupCallPickUpServ	Group_Call_Pick_Up_Serv
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.SuppServices.ServiceAnncServ	Service_Annc_Serv



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Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.SuppServices.CallRecordingServ	Call_Recording_Serv
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.SuppServices.ReversePhoneLookupServ	Reverse_Phone_Lookup_Serv
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.	N/A
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.ProgrammableSoftkeyEnable	Programmable_Softkey_Enable
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.IdleKeyList	Idle_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.MissedCallKeyList	Missed_Call_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.OffHookKeyList	Off_Hook_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.DialingInputKeyList	Dialing_Input_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.ProgressingKeyList	Progressing_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.ConnectedKeyList	Connected_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.StartXferKeyList	Start-Xfer_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.StartConfKeyList	Start-Conf_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.ConferencingKeyList	Conferencing_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.ReleasingKeyList	Releasing_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.HoldKeyList	Hold_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.RingingKeyList	Ringing_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.SharedActiveKeyList	Shared_Active_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.SharedHeldKeyList	Shared_Held_Key_List
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK1	PSK_1
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK2	PSK_2
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK3	PSK_3
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK4	PSK_4
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK5	PSK_5
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK6	PSK_6
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK7	PSK_7
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK8	PSK_8
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK9	PSK_9
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK10	PSK_10
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK11	PSK_11
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK12	PSK_12
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK13	PSK_13
Device.Services.VoiceService.{i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK14	PSK_14

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Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK15	PSK_15
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.ProgramSoftkeys.PSK16	PSK_16
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.	N/A
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.LDAPDirEnable	LDAP_Dir_Enable
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.CorpDirName	LDAP_Corp_Dir_Name
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.Server	LDAP_Server
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.SearchBase	LDAP_Search_Base
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.ClientDN	LDAP_Client_DN
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.UserName	LDAP_User_Name
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.Password	LDAP_Password
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.AuthMethod	LDAP_Auth_Method
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.LastNameFilter	LDAP_Last_Name_Filter
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.FirstNameFilter	LDAP_First_Name_Filter
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.SearchItem3	LDAP_Search_Item_3
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.SearchItem3Filter	LDAP_Item_3_Filter
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.SearchItem4	LDAP_Search_Item_4
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.SearchItem4Filter	LDAP_Item_4_Filter
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.DisplayAttr	LDAP_Display_Attrs
Device.Services.VoiceService. {i}.X_CISCO_PhoneSetting.LDAP.NumberMapping	LDAP_Number_Mapping
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.	N/A
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.RingerVolume	Ringer_Volume
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.SpeakerVolume	Speaker_Volume
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.HandsetVolume	Handset_Volume
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.HeadsetVolume	Headset_Volume
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.PhoneBackground	Phone_Background
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.PictureDownloadURL	Picture_Download_URL
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.ElectronicHookSwitchControl	Ehook_Enable
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.ScreenSaverEnable	Screen_Saver_Enable
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.ScreenSaverType	Screen_Saver_Type
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.MissCallShortcut	Miss_Call_Shortcut
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.AlertToneOff	Alert_Tone_Off
Device.Services.VoiceService. {i}.X_CISCO_UserSetting.LogoURL	Logo_URL

TR-069 Parameter	XML Parameter
Device.Services.VoiceService. {i}.X_CISCO_StarCode.	N/A
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateBlockAnonymousCall	Block_ANC_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateBlockCallerId	Block_CID_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateBlockCallerIdNextCall	Block_CID_Per_Call_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateCallForwardAll	Cfwd_All_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateCallForwardBusy	Cfwd_Busy_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateCallForwardNoAnswer	Cfwd_No_Ans_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateCallWaiting	CW_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateCallWaitingNextCall	CW_Per_Call_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateDoNotDisturb	DND_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateSecureCall	Secure_All_Call_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.ActivateSecureCallNextCall	Secure_One_Call_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.BlindTransfer	Blind_Transfer_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.CallPark	Call_Park_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.CallPickup	Call_Pickup_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.CallReturn	Call_Return_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.CallUnpark	Call_Unpark_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateBlockAnonymousCall	Block_ANC_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateBlockCallerId	Block_CID_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateBlockCallerIdNextCall	Block_CID_Per_Call_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateCallForwardAll	Cfwd_All_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateCallForwardBusy	Cfwd_Busy_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateCallForwardNoAnswer	Cfwd_No_Ans_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateCallWaiting	CW_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateCallWaitingNextCall	CW_Per_Call_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateDoNotDisturb	DND_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateSecureCal	Secure_No_Call_Act_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.DeactivateSecureCallNextCall	Secure_One_Call_Deact_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.GroupCallPickup	Group_Call_Pickup_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PagingCode	Paging_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodecG711a	Prefer_G711a_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodecG711u	Prefer_G711u_Code

TR-069 Parameter	XML Parameter
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodecG722	Prefer_G722_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodecG7222	Prefer_G722.2_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodecG729a	Prefer_G729a_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodeciLBC	Prefer_iLBC_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodeciSAC	Prefer_ISAC_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.PreferCodecOPUS	Prefer_OPUS_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodecG711a	Force_G711a_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodecG711u	Force_G711u_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodecG722	Force_G722_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodecG7222	Force_G722.2_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodecG729a	Force_G729a_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodeciLBC	Force_iLBC_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodeciSAC	Force_ISAC_Code
Device.Services.VoiceService. {i}.X_CISCO_StarCode.UseOnlyCodecOPUS	Force_OPUS_Code
	N/A
	N/A
*(1) We support such TR-069 configuration, but no corresponding parameter on Web/GUI	N/A
*(2) We support such TR-069 configuration, but can only be set to 'Yes'	N/A
*(3) i=0 G.711MuLaw i=1 G.711ALaw i=2 G.729a i=3 G.722 i=4 G.722.2 i=5 iLBC i=6 (88xx iSAC) (78xx OPUS) i=7 OPUS (88xx)	N/A
*(4) Only available on 8851/8861/8865	N/A
*(5) This parameter is for global setting, not per extension	N/A
*(6) This will leads to codec <i> on line <i> enable/disable, for codec <i>, please refer to *(4)	N/A
*(7) Only with sidecar. On mountlake it is named Attendant Console LCD Contrast	N/A
Device.	N/A
Device.DeviceSummary	N/A
Device.Services.	N/A
Device.Services.VoiceServiceNumberOfEntries	
Device.DeviceInfo.	N/A
Device.DeviceInfo.Manufacturer	N/A
Device.DeviceInfo.ManufacturerOUI	N/A

TR-069 Parameter	XML Parameter
Device.DeviceInfo.ModelName	N/A
Device.DeviceInfo.Description	N/A
Device.DeviceInfo.ProductClass	N/A
Device.DeviceInfo.SerialNumber	N/A
Device.DeviceInfo.HardwareVersion	N/A
Device.DeviceInfo.SoftwareVersion	N/A
Device.DeviceInfo.EnabledOptions	N/A
Device.DeviceInfo.AdditionalHardwareVersion	N/A
Device.DeviceInfo.AdditionalSoftwareVersion	N/A
Device.DeviceInfo.ProvisioningCode	N/A
Device.DeviceInfo.DeviceStatus	N/A
Device.DeviceInfo.UpTime	N/A
Device.ManagementServer.	N/A
Device.ManagementServer.URL	N/A
Device.ManagementServer.Username	N/A
Device.ManagementServer.Password	N/A
Device.ManagementServer.PeriodicInformEnable	N/A
Device.ManagementServer.PeriodicInformInterval	N/A
Device.ManagementServer.PeriodicInformTime	N/A
Device.ManagementServer.ParameterKey	N/A
Device.ManagementServer.ConnectionRequestURL	N/A
Device.ManagementServer.ConnectionRequestUsername	N/A
Device.ManagementServer.ConnectionRequestPassword	N/A
Device.GatewayInfo.	N/A
Device.GatewayInfo.ManufacturerOUI	N/A
Device.GatewayInfo.ProductClass	N/A
Device.GatewayInfo.SerialNumber	N/A
Device.Time.	N/A
Device.Time.NTPServer1	Primary_NTP_Server
Device.Time.NTPServer2	Secondary_NTP_Server
Device.Time.CurrentLocalTime	N/A
Device.Time.LocalTimeZone	Time_Zone

TR-069 Parameter	XML Parameter
Device.Time.X_CISCO_TimeFormat	Time_Format
Device.Time.X_CISCO_DateFormat	Date_Format
Device.LAN.	N/A
Device.LAN.X_CISCO_IPMode	IP_Mode
Device.LAN.AddressingType	Connection_Type
Device.LAN.IPAddress	Static_IP
Device.LAN.SubnetMask	NetMask
Device.LAN.DefaultGateway	Gateway
Device.LAN.DNSServers	Primary_DNS
Device.LAN.MACAddress	N/A
Device.LAN.DHCPOptionNumberOfEntries	N/A
Device.LAN.DHCPOption.	N/A
Device.LAN.DHCPOption. {i}.	N/A
Device.LAN.DHCPOption. {i}.Request	DHCP_Option_To_Use
Device.LAN.DHCPOption. {i}.Tag	DHCP_Option_To_Use
Device.LAN.DHCPOption. {i}.Value	DHCP_Option_To_Use
Device.Ethernet.	N/A
Device.Ethernet.X_CISCO_CDP	Enable_CDP
Device.Ethernet.X_CISCO_LLDP	Enable_LLDP-MED
Device.Ethernet.X_CISCO_EnableVLAN	Enable_VLAN
Device.Ethernet.X_CISCO_VLANID	VLAN_ID
Device.X_CISCO_Language.	N/A
Device.X_CISCO_Language.DictionaryServerScript	Dictionary_Server_Script
Device.X_CISCO_Language.LanguageSelection	Language_Selection
Device.X_CISCO_Language.Locale	Locale
Device.X_CISCO_XmlService.	N/A
Device.X_CISCO_XmlService.Password	XML_Password
Device.X_CISCO_XmlService.UserName	XML_User_Name
Device.X_CISCO_XmlService.XMLAppServiceName	XML_Application_Service_Name
Device.X_CISCO_XmlService.XMLAppServiceURL	XML_Application_Service_URL
Device.X_CISCO_XmlService.XMLDirServiceName	XML_Directory_Service_Name
Device.X_CISCO_XmlService.XMLDirServiceURL	XML_Directory_Service_URL

<b>TR-069 Parameter</b>	<b>XML Parameter</b>
Device.X_CISCO_XmlService.CISCOXMLEXEEnable	CISCO_XML_EXE_Enable
Device.X_CISCO_XmlService.CISCOXMLEXEAuthMode	CISCO_XML_EXE_AUTH_MODE
Device.X_CISCO_RestrictedAccessDomains	Restricted_Access_Domains
Device.X_CISCO_EnableWebServer	Enable_Web_Server
Device.X_CISCO_WebProtocol	Enable_Protocol
Device.X_CISCO_EnableDirectActionUrl	Enable_Direct_Action_Url
Device.X_CISCO_SessionMaxTimeout	Session_Max_Timeout
Device.X_CISCO_SessionIdleTimeout	Session_Idle_Timeout
Device.X_CISCO_WebServerPort	Web_Server_Port
Device.X_CISCO_EnableWebAdminAccess	Enable_Web_Admin_Access
Device.X_CISCO_HostName	Host_Name
Device.X_CISCO_Domain	Domain
Device.X_CISCO_UpgradeErrorRetryDelay	Upgrade_Error_Retry_Delay
Device.X_CISCO_UpgradeRule	Upgrade_Rule
Device.X_CISCO_ProfileRule	Profile_Rule
Device.X_CISCO_UserConfigurableResync	User_Configurable_Resync
Device.X_CISCO_HTTPReportMethod	HTTP_Report_Method
Device.X_CISCO_CWMPV1dot2Support	CWMP_V1.2_Support

