Cisco Webex Room Phone User Guide

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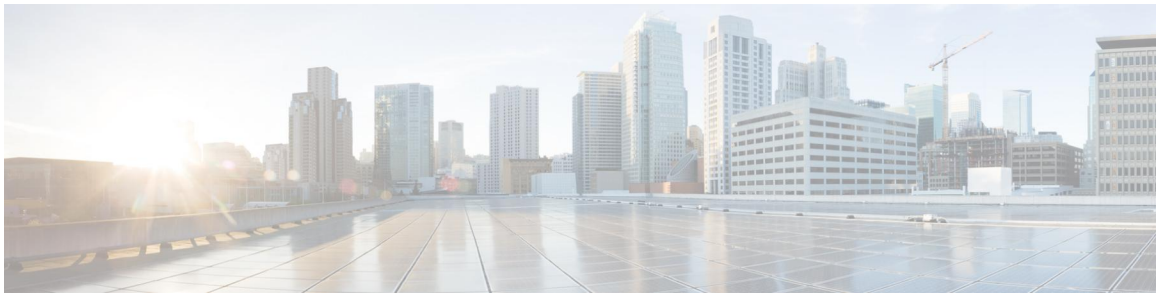


CONTENTS

CHAPTER 1 **Your Phone** 1

- Cisco Webex Room Phone 1
- Buttons and Hardware 2
- Home Screen Icons 4
- Connect to a Display Screen with an HDMI Cable 5
- Install the Wired Expansion Microphones 6
- Pair the Cisco Webex Room Phone to a Cisco Webex App 6
- Postpone a Phone Upgrade 7
- Feature Support 7
- Additional Help and Information 7
- Cisco One-Year Limited Hardware Warranty Terms 7

CHAPTER 2 **Calls** 9

- Collaborate with Calls 9
- Make a Call 9
- Answer a Call 10
- Silence the Incoming Call Ring 10
- Adjust the Call Volume 11
- Mute Your Audio 11
- Put a Call On Hold 11
- Swap Between Active and Held Calls 12

CHAPTER 3 **Share** 13

- Collaborate with Share 13
- Collaborate with Your Cisco Webex App 13
- Collaborate with Guest Share 14

Collaborate with Cable Sharing 14

CHAPTER 4 **Meetings** 17

Collaborate with Scheduled Webex Meetings 17

View Your Scheduled Meetings 17

Join a Scheduled Meeting 18

Join a Webex Meeting 18

Join a Meeting with a Webex Meeting Number 19

Join a Meeting from Your Computer 19

CHAPTER 5 **Settings** 21

Customize Your Phone 21

Change the Ringtone 21

Adjust the Ring Volume 21

Change Your Display Language 22

Change Your Time Zone 22

Adjust the Screen Brightness 23

CHAPTER 6 **Product Safety and Security** 25

Safety and Performance Information 25

Power Outage 25

Regulatory Domains 25

External Devices 25

Ways to Provide Power to Your Phone 26

Phone Behavior During Times of Network Congestion 26

UL Warning 26

Class 1 Power 26

Product Label 26

Compliance Statements 26

Compliance Statements for the European Union 26

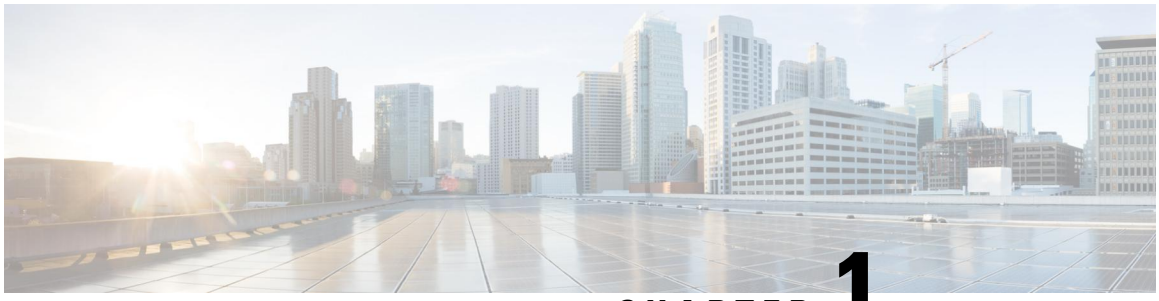
CE Marking 26

Compliance Statements for the USA 27

Part 15 Radio Device 27

Compliance Statements for Canada 27

FCC Compliance Statements 27
FCC Part 15.19 Statement 27
FCC Part 15.21 Statement 28
FCC RF Radiation Exposure Statement 28
FCC Receivers and Class B Digital Statement 28
Cisco Product Security Overview 28
Important Online Information 28



CHAPTER 1

Your Phone

- Cisco Webex Room Phone, on page 1
- Buttons and Hardware, on page 2
- Home Screen Icons, on page 4
- Connect to a Display Screen with an HDMI Cable, on page 5
- Install the Wired Expansion Microphones, on page 6
- Pair the Cisco Webex Room Phone to a Cisco Webex App, on page 6
- Postpone a Phone Upgrade, on page 7
- Feature Support, on page 7
- Additional Help and Information , on page 7
- Cisco One-Year Limited Hardware Warranty Terms, on page 7

Cisco Webex Room Phone

The Cisco Webex Room Phone provides a collaborate work experience for huddle spaces and meeting rooms. You can use the phone to make calls, to share information, and to collaborate during meetings. Connect a screen display, and you can collaborate with everyone in the room.

The device has two states—Wake and Half-wake. When the device is idle for two minutes, it enters into the Half-wake state.

You wake the device when you touch the LCD screen, or receive a call or meeting notification.

The phone has one line that handles up to 2 calls. It uses four built-in microphones with 360-degree coverage so people hear you clearly from up to 10 feet (3 m) away.

If you use the Cisco Webex Room Phone in a large room, then consider the two wired expansion microphones. These microphones accessories expand your coverage to 20 x 34 feet (6.1 m x 10 m) and up to 22 people. For best results, place the microphones between 3 feet (0.91 m) and 7 feet (2.1 m) away from the phone.

Note We recommend that you connect the phone to a HDMI display screen so you get the full benefits of the device. Only use the included HDMI cables when you connect to an HDMI screen or a laptop. Don't use any other cables or adapters.

Figure 1: Cisco Webex Room Phone

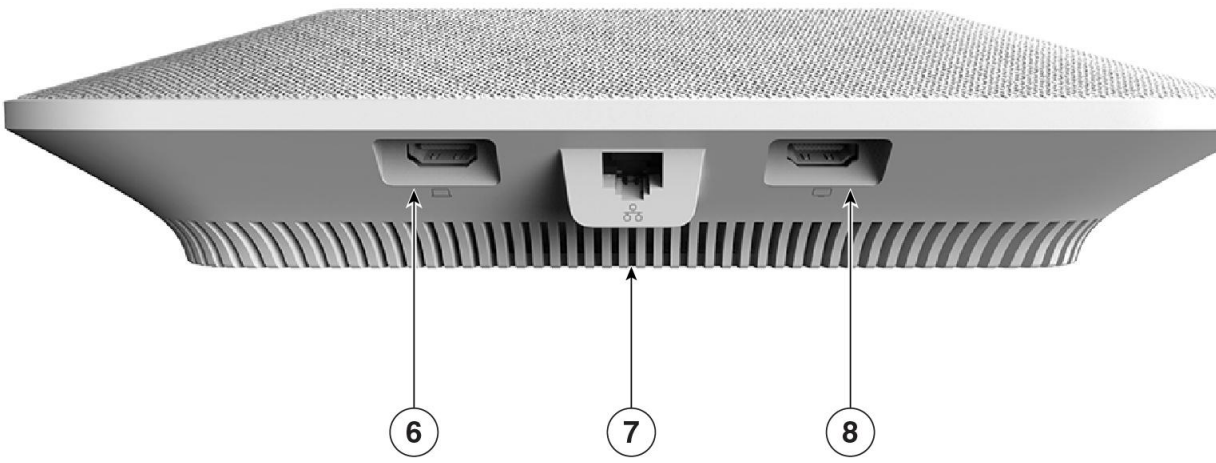
Buttons and Hardware

The Cisco Webex Room Phone has several buttons and hardware features that allow you access to the phone features.

Use the following figures to identify the phone buttons and hardware items.

Figure 2: Cisco Webex Room Phone Top View

Figure 3: Cisco Webex Room Phone Rear View



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

Table 1: Cisco Webex Room Phone Buttons and Hardware

Hardware Feature	Purpose
1. LED bar	Indicates call states: • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
2. Expansion microphone port	The wired expansion microphone cable plugs into the port.
3. **Mute**	Toggles the microphone on or off. When you mute the microphone, the LED bar lights red. If you mute your phone, then the wired expansion microphones also mute.
4. **Volume**	Adjusts the speakerphone volume and silence an incoming call.
5. Home screen	Displays the **Call**, **Share**, **Meetings**, and **Join Webex** icons. You only see the configured features.
6. HDMI-in port	Connects your phone to your computer.
7. LAN port	Connects your phone to your network.

Hardware Feature	Purpose
8. HDMI-out port	Connects your phone to your external HDMI screen.

Home Screen Icons

The Cisco Webex Room Phone home screen allows you easy access to your features.

Features availability is based on how your phone connects to the network. If you don't see an icon on your home screen, then the feature isn't available to you.

Use the following figures to identify the home screen icons.

Figure 4: Cisco Webex Room Phone Home Screen

The following table describes the home screen features.

Table 2: Cisco Webex Room Phone Home Screen Icons

Icon	Purpose
1. **Share**	Tap **Share** to share information on an HDMI display screen. Choose from one of the following options: • Share through your Webex app—Share content from your Cisco Webex app to your screen display. • Guest Share—Share information without a Webex app or Webex account. • Cable Share—Share information with an HDMI cable.

Icon	Purpose
2. **Meetings**	Tap **Meetings** to view a list of scheduled Webex meetings or to join a meeting from your calendar.
3. Top-left corner of the phone screen.	Tap the top-left corner of the phone screen to adjust the screen brightness, or to access the phone settings menu. Your phone status also displays here. A red dot indicates that the phone isn't working and it requires an administrator's attention.
4. **Call**	Tap **Call** to place a call, view a list of recent calls.
5. **Join Webex**	Tap **Join Webex** to join a Webex meeting.

Related Topics

Collaborate with Calls, on page 9
Collaborate with Share, on page 13
Collaborate with Scheduled Webex Meetings, on page 17
Join a Webex Meeting , on page 18

Connect to a Display Screen with an HDMI Cable

To complete the installation of your phone, connect the Cisco Webex Room Phone to a display screen and get the full benefits of the device.

Before you begin

Locate the screen HDMI cable that came with your device. The cables are color coded for easy identification and the screen cable has a red tab on the end.

Procedure

Step 1 Connect the HDMI cable to the **Screen** port on your phone. This port is on the back of the phone and it has a screen icon.

Step 2 Connect the HDMI cable to the HDMI port on your display screen.

Step 3 Share your content.

- Tap **Share in call** to share in a call.
- Tap **Share** to share outside a call.

Step 4 Stop your share.

- Tap **Stop share**.
- Accept a call.

- Start a Webex meeting.
- Unplug the cable.

Related Topics

Buttons and Hardware, on page 2

Install the Wired Expansion Microphones

The phone supports an optional kit with two wired expansion microphones. You can extend the microphones up to 7 feet (2.13m) from the phone. For best results, place the microphones between 3 feet (0.91 m) and 7 feet (2.1 m) away from the phone.

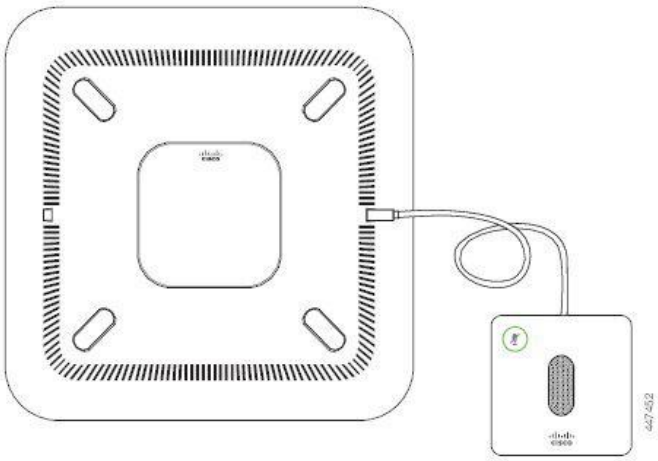
Procedure

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

Step 2 Extend the microphone cable to the desired position.

The following figure shows installation of a wired expansion microphone.

Figure 5: Wired Expansion Microphone Installation



Related Topics

Buttons and Hardware, on page 2

Pair the Cisco Webex Room Phone to a Cisco Webex App

To get the most out of your Cisco Webex Room Phone, use it with the Cisco Webex Teams or Meetings app. Once you connect, you can collaborate with your coworkers by sharing ideas and having meetings.

For more information, see "Webex Teams App Automatically Connects with Room and Desk Devices" (https://help.webex.com/en-us/nliifbo/Webex-Teams-App-Automatically-Connects-with-Room-and-Desk-Devices) or "Use the Cisco Webex Meetings Desktop App" (https://help.webex.com/en-us/nqx2ohdb/Use-the-Cisco-Webex-Meetings-Desktop-App).

Postpone a Phone Upgrade

Your phone upgrades to new firmware as new features become available. This upgrade happens when the phone is idle so it doesn't interrupt a call.

When it is time for your phone to upgrade, you see an upgrade notification on your phone, and a 30-second timer begins. If you do nothing, then the upgrade proceeds. But if you are busy, then you can postpone the upgrade for 6 hours.

You cannot postpone critical upgrades.

Procedure

Tap **Postpone** to delay the upgrade.

Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.

Additional Help and Information

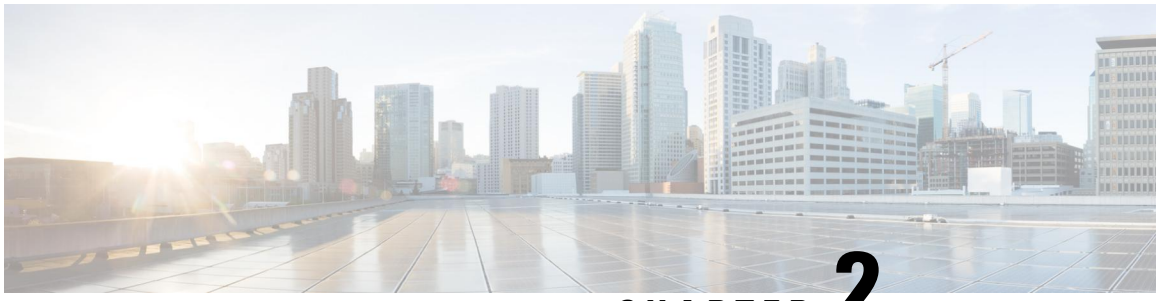
If you have questions about the functions available on your phone, contact your administrator.

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

Cisco One-Year Limited Hardware Warranty Terms

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

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



CHAPTER 2

Calls

- Collaborate with Calls, on page 9
- Make a Call, on page 9
- Answer a Call, on page 10
- Silence the Incoming Call Ring, on page 10
- Adjust the Call Volume, on page 11
- Mute Your Audio, on page 11
- Put a Call On Hold, on page 11
- Swap Between Active and Held Calls, on page 12

Collaborate with Calls

Use the **Call** button to place a call. You can use a phone number or a URI address such as `username@xxxxx.com`.

A URI address looks like an email address, but you use it for a Webex call or meeting. This is similar to joining a meeting from your Webex app.

To make it easier for you, your last 25 calls are in your call history. Calling also includes predictive dialing, which is a list of generated suggestions that are based on your search.

Make a Call

The Cisco Webex Room Phone makes it easy to call a coworker or client.

Based on how your phone connects to the network, you can see several ways to complete a call on your HDMI screen. For example, you can see a work phone number, a mobile phone number, or a Cisco Webex Teams call.

Procedure

Step 1 Tap **Call**.

Step 2 Enter a phone number, a name, or select a call from the list of recent calls.

Tap **Search or dial** to display the keypad. International calls require the plus (+) sign as the first character. Tap **.?123** and select + before you enter the phone number.

Step 3 (Optional) Enter a person's name and search from the directory. This feature is only available if your administrator configures it.

Step 4 Tap **Call**.

The phone LED lights up when the person accepts your call. A timer displays the length of the call. The call appears on your display screen if you use one.

Step 5 Tap **End call** to finish your call.

Related Topics

Buttons and Hardware, on page 2
Home Screen Icons, on page 4

Answer a Call

Answer your phone when it is ringing, and start a discussion with another person.

The phone LED lights up when you accept a call. A timer displays the length of the call and the call appears on your display screen.

Procedure

Do one of the following actions:

- Tap **Answer**.
- Tap **Decline** if you don't want to answer the call.

Related Topics

Buttons and Hardware, on page 2
Home Screen Icons, on page 4

Silence the Incoming Call Ring

If you're busy or you don't want to be disturbed, then you can silence the incoming call ring. The ring volume returns to normal with the next call.

Procedure

When you have an incoming call, press **Volume** − + down

Related Topics

Buttons and Hardware, on page 2
Home Screen Icons, on page 4

Adjust the Call Volume

You can change your call volume to make it quieter or louder during your calls. This helps you hear the other person, and it helps others to hear you.

When you adjust the call volume, it doesn't adjust the ring volume.

Procedure

Press **Volume** − + right or left to adjust the call volume.

Related Topics

Home Screen Icons, on page 4

Mute Your Audio

While you are on a call, you can mute the audio. This allows you to hear the other person, but they can't hear you.

When you mute the audio, the LED bar lights red and the mute icon displays on the phone screen and connected HDMI display screen.

Procedure

Step 1 Press **Mute** on the phone or **Mute** on an expansion microphone.

When you press **Mute** on an expansion microphone, the phone and all microphones are muted.

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

Related Topics

Buttons and Hardware, on page 2
Home Screen Icons, on page 4

Put a Call On Hold

Put a call on hold if you want to talk privately or want to make a second call. You can have up to two held calls.

This feature is only available if your administrator configures it.

Procedure

Step 1 Tap **Hold**.

Step 2 (Optional) Tap **Call** to make a second call. Your held call displays at the top of your phone screen.

Step 3 Tap **Resume** to resume a call from hold.

Swap Between Active and Held Calls

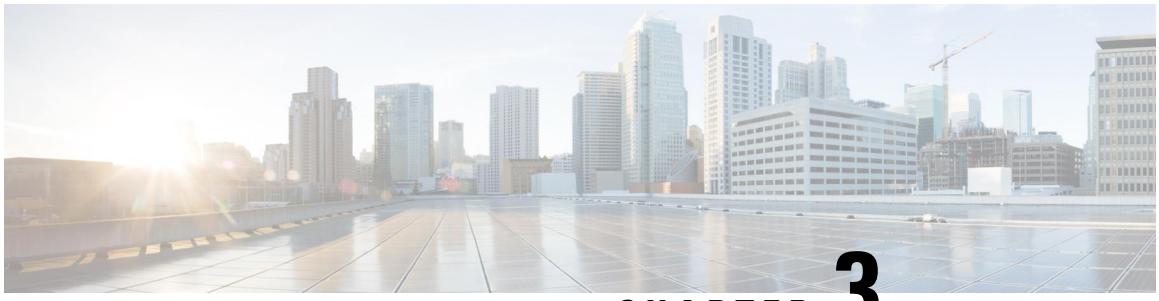
You can easily switch between active and held calls. Your held calls display at the top of your phone screen.

This feature is only available if your administrator configures it.

Procedure

Tap **Swap** to switch to the held call.

Your active call moves to hold.



CHAPTER 3

Share

- Collaborate with Share, on page 13
- Collaborate with Your Cisco Webex App, on page 13
- Collaborate with Guest Share, on page 14
- Collaborate with Cable Sharing, on page 14

Collaborate with Share

The Share allows you to connect the Cisco Webex Room Phone to a computer, and to a screen display. Use this feature to collaborate with your coworkers and clients.

You have two ways to connect everything together:

- Wireless sharing—Allows you to connect the devices without cables. You can use your Webex app, which allows you to share through your Cisco Webex meetings app. This requires you to pair your phone and your meetings app. If you don't have a Webex account, then you use Guest share.

  This feature is only available if your administrator configures it..

- Cable sharing—Allows you to connect the devices with HDMI cables. Everyone can use cable sharing to collaborate outside of a Webex meeting or call. But you can use cable sharing during a Webex meeting only if your administrator configures it.

You stop sharing if you accept a call, start a Webex meeting, or unplug a cable.

Related Topics

Buttons and Hardware, on page 2
Home Screen Icons, on page 4

Collaborate with Your Cisco Webex App

You can connect your Cisco Webex Room Phone to your Cisco Webex app with Proximity pairing. This gives you the proximity enabled features on the Webex meeting and teams app.

This feature is only available if your administrator configures it.

For more information, see "Webex Teams App Automatically Connects with Room and Desk Devices" (https://help.webex.com/en-us/nliifbo/

Webex-Teams-App-Automatically-Connects-with-Room-and-Desk-Devices) or "Use the Cisco Webex Meetings Desktop App" (https://help.webex.com/en-us/nqx2ohdb/Use-the-Cisco-Webex-Meetings-Desktop-App).

Collaborate with Guest Share

Guest share allows you to share content wirelessly from your Cisco Webex Room Phone without a Webex app or Webex account.

As you use Guest share, note the following items:

- Sharing works when the device is idle. When the device is in a call or someone else is sharing, you can't start a share.
- Audio plays through the laptop but not through the phone speakers.
- Video streams at 1080p at 10 frames per second or 720p at 30 frames per second. Select **Optimize for motion and video** to ensure the best possible experience.
- Guest share works on the latest versions of Firefox and Chrome on Windows, Mac OS, and Linux.

This feature is only available if your administrator configures it.

Procedure

Step 1 Tap **Share** . Note the pairing code that displays at the bottom of your phone display and on your connected HDMI display screen.

Step 2 In your browser, go to devices.webex.com. Enter the pairing code.

Step 3 Input the 4-digit PIN that appears near the top of your device phone display.

Note Enter the pairing share code and 4-digit PIN every time you access devices.webex.com. A new PIN generates every 5 minutes so enter a new one if the old PIN expires.

Step 4 In your browser, select the site icon in your address bar and grant permission to share your screen.

Step 5 (Optional) If you're going to share video content, select **Optimize for Video** for a higher frame-rate and lower resolution. This gives a more fluid video sharing experience.

Step 6 Tap **Stop Sharing** when you want to stop sharing your computer screen.

Always stop sharing before you close your browser window or laptop.

Collaborate with Cable Sharing

Connect your Cisco Webex Room Phone to a computer when you want to collaborate with your coworkers. This is an easy way to share information when everyone is in the same room or when Wi-Fi isn't available. Cable sharing is also available during Webex calls and meetings.

Before you begin

Confirm that your Cisco Webex Room Phone connect to your screen display.

Locate the screen HDMI cable that came with your device. The cables are color coded for easy identification and the computer cable has a blue tab on the end.

Procedure

Step 1 Connect the HDMI cable to the **Computer** port on the back of the phone. You can identify the port by the blue tab and the computer icon.

Your administrator may connect the cable when they install the phone.

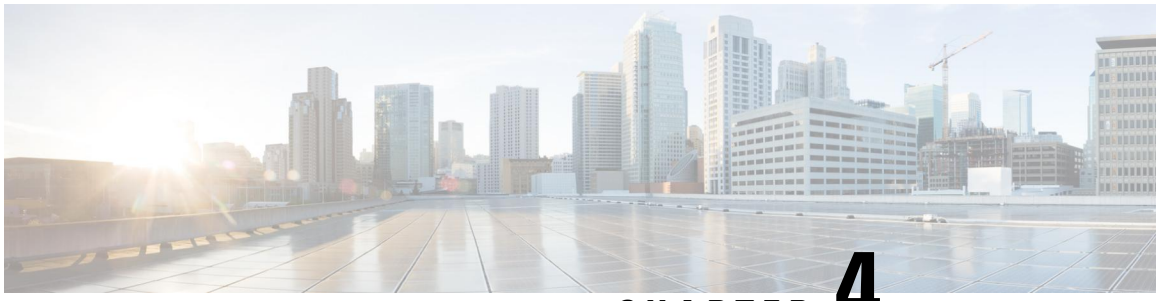
Step 2 Connect the HDMI cable to the HDMI port on your computer.

Step 3 Share your information.

- **Share** > **Share a call** to share during a call.
- Wait for sharing to start if you are outside of a meeting.

Step 4 Stop sharing when you done.

- Accept a call or start a Webex meeting.
- Unplug the cables.
- Tap **Stop share** if you are in a call or meeting.



CHAPTER 4

Meetings

- Collaborate with Scheduled Webex Meetings, on page 17
- View Your Scheduled Meetings, on page 17
- Join a Scheduled Meeting, on page 18
- Join a Webex Meeting , on page 18
- Join a Meeting with a Webex Meeting Number, on page 19
- Join a Meeting from Your Computer, on page 19

Collaborate with Scheduled Webex Meetings

You can use the **Meetings** feature on your Cisco Webex Room Phone to join your Webex meetings. You can also see your upcoming meetings and receive a notification when a meeting is about to start. Use Meetings with the Share feature and collaborate with your coworkers.

This feature is only available if your administrator configures it.

When you join a meeting, you see the active speaker on the phone screen. On your connected HDMI screen, you see the following items:

- The 7 participants active in the meeting. The display changes as different people participate in the meeting.
- The status of each displayed participate, including the active speaker, the muted participants, and the participant who is sharing a screen.

During a meeting, you control your speakerphone volume with the Mute and Call volume buttons.

Related Topics

Home Screen Icons, on page 4

Collaborate with Share, on page 13

Buttons and Hardware, on page 2

View Your Scheduled Meetings

You can view your scheduled Webex meetings. You can also join a meeting if it is about to start.

Procedure

Step 1 Tap **Meetings** .

Step 2 Scroll through your scheduled meetings. Select your meeting to see the meeting information.

Step 3 (Optional) Tap **Join** to participate in a meeting. This feature is only available if your administrator configures it.

Related Topics

Buttons and Hardware, on page 2
Mute Your Audio, on page 11
Collaborate with Share, on page 13

Join a Scheduled Meeting

If your Cisco Webex Room Phone connects to an online calendar, then you receive a notification when a meeting is about to start. You see the meeting details on your HDMI screen display and a meeting notification displays on your phone.

This feature is only available if your administrator configures it.

Procedure

Do one of the following actions:

- Tap **Join** to join your Webex meeting.
- Tap **Remind later** if you want a second alert.
- Tap **Ignore** if you want to ignore the meeting.

Related Topics

Buttons and Hardware, on page 2
Mute Your Audio, on page 11
Collaborate with Share, on page 13

Join a Webex Meeting

You can join Cisco Webex Meetings directly from your phone with **Join Webex** .

Before you begin

You need the meeting number. It's the 9- to 11-digit number on your meeting invitation.

Procedure

Step 1 Tap **Join Webex** .

Step 2 Enter the meeting number and tap **Join**.

The LED bar lights green.

Related Topics

Buttons and Hardware, on page 2
Mute Your Audio, on page 11
Collaborate with Share, on page 13

Join a Meeting with a Webex Meeting Number

You can join a meeting from the Cisco Webex Room Phone with a Webex meeting number. This is an easy way to join a meeting if you don't have your calendar online.

This feature is only available if your administrator configures it.

Before you begin

Obtain your meeting number from the Webex meeting invitation. Some meetings have a password also.

Procedure

Step 1 Tap **Call** .

Step 2 Enter your meeting number.

Step 3 (Optional) Enter your meeting password if you have one.

Step 4 Tap **Join**.

Related Topics

Buttons and Hardware, on page 2
Mute Your Audio, on page 11
Collaborate with Share, on page 13

Join a Meeting from Your Computer

If you pair your Cisco Webex Room Phone to your computer, then you can join a Webex meeting from your meetings app. This allows you to use your phone and your HDMI screen to collaborate.

When it is time to start a meeting, you see a meeting notification on your computer.

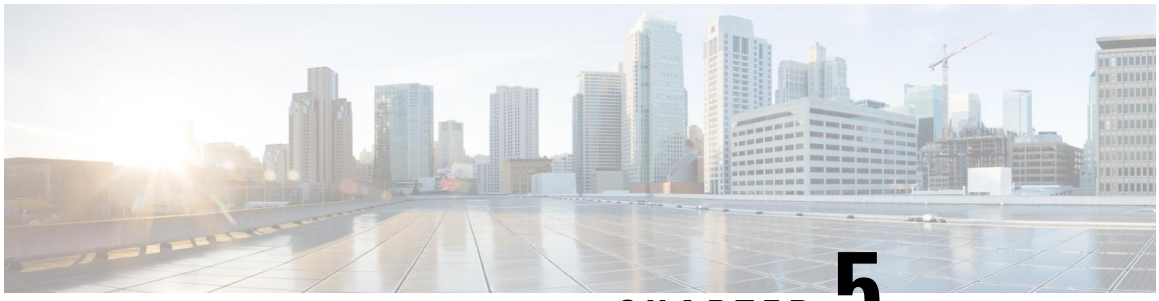
This feature is only available if your administrator configures it.

Before you begin

Pair your Cisco Webex Room Phone to your meetings app.

Procedure

On your computer screen, select **Start meeting**.



CHAPTER 5

Settings

- Customize Your Phone, on page 21
- Change the Ringtone, on page 21
- Adjust the Ring Volume, on page 21
- Change Your Display Language, on page 22
- Change Your Time Zone, on page 22
- Adjust the Screen Brightness , on page 23

Customize Your Phone

Many settings and features are enabled by default. But you can customize these items from the **Settings** menu.

Change the Ringtone

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

Procedure

Step 1 Tap the top-left corner of the phone screen.

Step 2 Tap **Settings**.

Step 3 Scroll through the menu and tap **Ringtone and volume**.

Step 4 Tap a ringtone.

Related Topics

Home Screen Icons, on page 4

Adjust the Ring Volume

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

Procedure

Step 1 Tap the top-left corner of the phone screen.
Step 2 Tap **Settings**.
Step 3 Scroll through the menu and tap **Ringtone and volume**.
Step 4 Use the slider to adjust the volume.

Related Topics

Home Screen Icons, on page 4

Change Your Display Language

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

This feature is only available if your administrator configures it.

Procedure

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

Change Your Time Zone

You can change your time zone if it is incorrect.

Procedure

Step 1 Tap the top-left corner of the phone screen.
Step 2 Tap **Settings**.
Step 3 Scroll through the menu and tap **Time zone**.
Step 4 Tap a time zone.

Related Topics

Home Screen Icons, on page 4

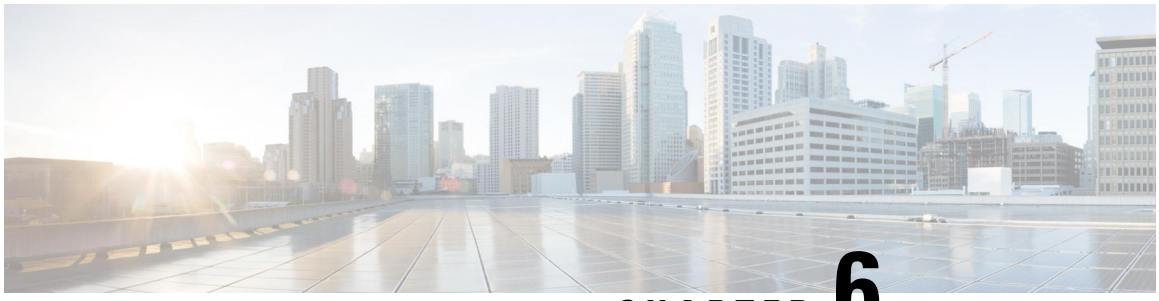
Adjust the Screen Brightness

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

Procedure

Step 1 Tap the top-left corner of the phone screen.

Step 2 Use the slider to adjust the **Screen Brightness**.



CHAPTER 6

Product Safety and Security

- Safety and Performance Information, on page 25
- Compliance Statements, on page 26
- Cisco Product Security Overview, on page 28
- Important Online Information, on page 28

Safety and Performance Information

Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

Regulatory Domains

External Devices

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

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

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

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

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

Ways to Provide Power to Your Phone

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

- Use the power adapter that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port and into the network.

If you are not sure whether your network supports PoE, check with your administrator.

Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect phone audio and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

UL Warning

The LAN/Ethernet cable or other cables attached to the device should not be extended outside of the building.

Class 1 Power

Class 1 products must be connected to a mains power outlet with protective earthing.

Product Label

The product label is located on the bottom of the device.

Compliance Statements

Compliance Statements for the European Union

CE Marking

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

Compliance Statements for the USA

Part 15 Radio Device

Caution The Part 15 radio device operates on a non-interference basis with other devices operating at this frequency. Any changes or modification to said product not expressly approved by Cisco, including the use of non-Cisco antennas, could void the user's authority to operate this device.

Compliance Statements for Canada

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

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

Avis de Conformité Canadien

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

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

FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

FCC Part 15.19 Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15.21 Statement

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

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

FCC Receivers and Class B Digital Statement

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

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

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

Cisco Product Security Overview

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

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

Important Online Information

End User License Agreement

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

Regulatory Compliance and Safety Information

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

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/Webex/Room/RCSI/RCSI%E2%80%90%200429%E2%80%90book.pdf