

Configure Missed Call Indicator on a Cisco IP Phone 7800 or 8800 Series Multiplatform Phone

Objective

The Cisco IP Phone 7800 and 8800 Series Multiplatform Phones comprise a set of full-featured Voice-over-Internet Protocol (VoIP) 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 8800 Series Multiplatform Phones are targeted for solutions that are centered on third-party Session Initiation Protocol (SIP)-based IP Private Branch Exchange (PBX).

The Cisco IP Phone 7800 and 8800 Series Multiplatform Phones allow you to configure the handset LED indicator if you miss a call. If your phone is neither on hold or in a call, and a call is missed, a Missed Call icon would appear on the Graphical User Interface (GUI) of your phone and the handset LED indicator will turn on. You have to interact with the phone through pressing the button or lifting the handset to turn the handset LED off.

This article provides instructions on how to configure the missed call indicator through the web-based utility of your Cisco IP Phone 7800 and 8800 Series Multiplatform Phone.

Applicable Devices

- 7800 Series
- 8800 Series

Software Version

- 11.0.1

Configure Missed Call Indicator

Voicemail and Missed Call Indicator Behavior

By default, the Handset LED indicator is configured to turn on once the IP Phone receives a voicemail. You can configure your phone to perform the same behavior on a missed call.

Note: The IP Phones may vary according to the exact model of your device. In this example, Cisco 8861 IP Phone is displayed.

Call			
No Voicemail No Missed Call	Voicemail comes in	LED On	Answer Voicemail
Voicemail	Call is missed and not in call or on hold	LED On	Answer Voicemail
Missed Call	Voicemail comes in	LED On	Answer Voicemail
No Voicemail No Missed Call	No event	LED Off	-

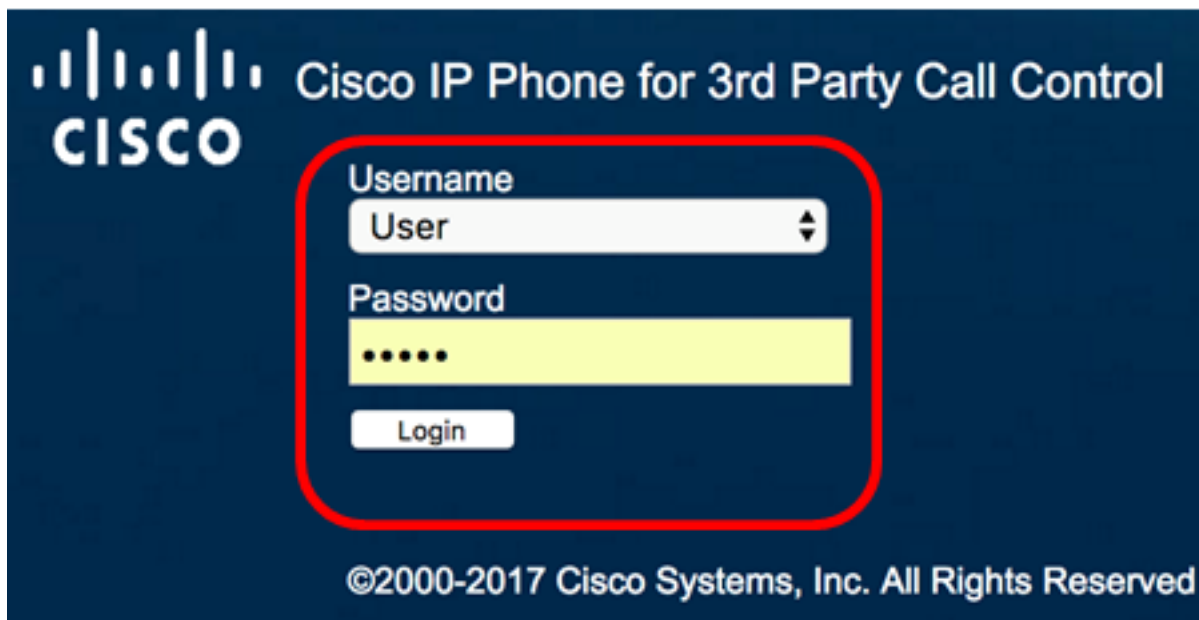
Missed Call and Voicemail Behavior Chart

No Voicemail No Missed Call	Call is missed and not in call or on hold	LED On	Interact with device manually
No Voicemail No Missed Call	Voicemail comes in	LED On	Answer Voicemail
Voicemail	Call is missed and not in call or on hold	LED On	Interact with Phone and Answer Voicemail
Missed Call	Voicemail comes in	LED On	Interact with Phone and Answer Voicemail
No Voicemail No Missed Call	No event	LED Off	-

Configure Missed Call Indicator

Step 1. Log in to the web-based utility of your IP Phone.

Note: To learn how to configure the password on your 7800 or 8800 Series Multiplatform Phone, click [here](#).

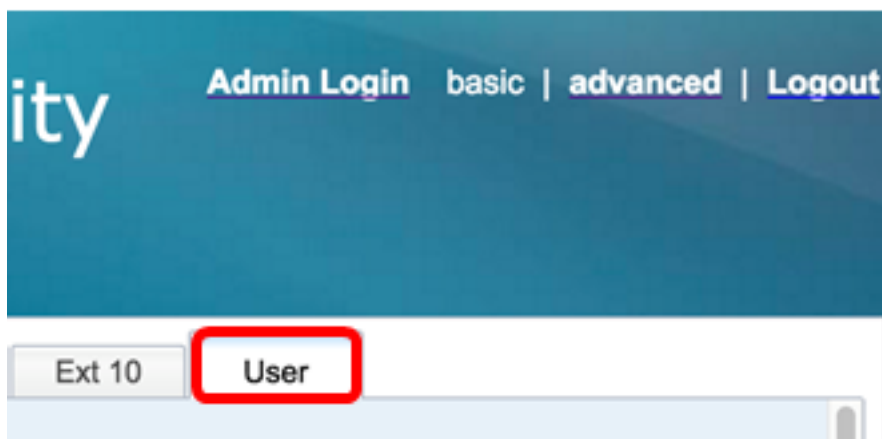


Step 2. Click **Voice**.

Note: Available options may vary according to the exact model of your device. In this example, Cisco 8861 IP Phone is used.



Step 3. Click **User**.



Step 4. In the Supplementary Services area, choose **Voicemail, Missed Call** from the Handset LED Alert drop-down list. This option is disabled by default.

Supplementary Services	
CW Setting:	Yes ▾
Block ANC Setting:	No ▾
Handset LED Alert:	Voicemail ▾
	Voicemail
	Voicemail, Missed Call
Screen	

Step 5. Click **Submit All Changes**.

Supplementary Services	
CW Setting:	Yes ▾
Block ANC Setting:	No ▾
Handset LED Alert:	Voicemail, Missed Call ▾
Screen	
Screen Saver Enable:	Yes ▾
Screen Saver Wait:	60
Back Light Timer:	5m ▾
Phone Background:	Default ▾
Picture Download URL:	ftp://192.168.100.114/TFTP/imageccisco-wallpaper-800x480.png
Logo URL:	ftp://192.168.100.114/TFTP/image/cisco-logo-800x480.png

Step 6. (Optional) To verify the configured missed call indicator, dial the number of your IP Phone using another IP Phone and do not answer the call. The handset LED should turn on.

Note: In this example, the Cisco 8861 IP Phone with extension number 704 has three missed calls.

