Configure Do Not Disturb (DND) Feature on the Cisco IP Phone 7800 or 8800 Series Multiplatform Phone

Objective

The Do Not Disturb (DND) feature allows you to bar incoming calls whenever you are on a meeting or on another call. On DND mode, incoming calls may be redirected to another number, the voice mailbox, or disconnected, depending on the call controller you use.

This article aims to show you some possible ways to enable or disable DND.

Applicable Devices | Firmware Version

- IP Phone 7800 Series | 11.0.1 ([Download latest](#))
- IP Phone 8800 Series | 11.0.1 ([Download latest](#))

Phones with Multiplatform Firmware

The phones referenced in this article are not Enterprise phones that use a specific call controller. If you would like to compare the two different types of phones, check out [Compare & Contrast: Cisco IP MPP Phones & Cisco Unified IP Phones](#).

MPP phones require either service from an Internet Telephony Service Provider (ITSP) or an IP Private Branch Exchange (PBX) call control server. WebEx Calling, Ring Central, and Verizon are examples of an ITSP. Some examples of IP PBX services that work with Cisco MPP phones include, Asterisk, Centile, and Metaswitch platforms.

These ITSP and IP PBX call controllers are a separate system in which the phone and the call controller communicate with each other to provide services such as call park and voicemail. Since the MPP phones do not use a specific call controller, access and procedures vary.

Each call controller can follow different procedures, so we can't tell you exactly how yours will work. For information and help with your specific voicemail commands, refer to the help sites from the provider you chose. If you have an administrator, you can contact them for details and possible training.
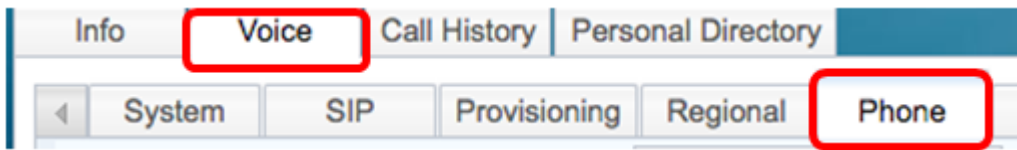
Possible Asterisk Commands

In Asterisk, Do Not Disturb is usually controlled by dialing 78 to turn on the Do Not Disturb mode on the phone. To turn the Do Not Disturb mode off, 79 is usually the default.

Through the Web-based Utility

Step 1. Access the web-based utility of your IP Phone then choose **Admin Login > advanced**.
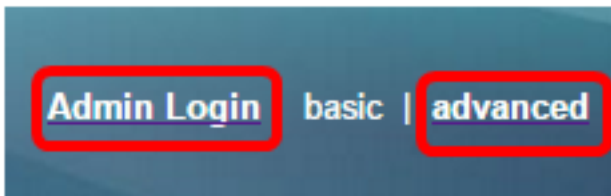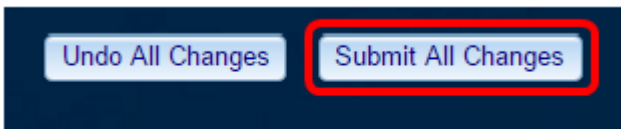
Step 2. Choose **Voice > Phone.**

Step 3. Under Supplementary Services, choose **Yes** from the DND Serv drop-down list to enable DND, or No to disable DND.

Note: In this example, Yes is chosen.
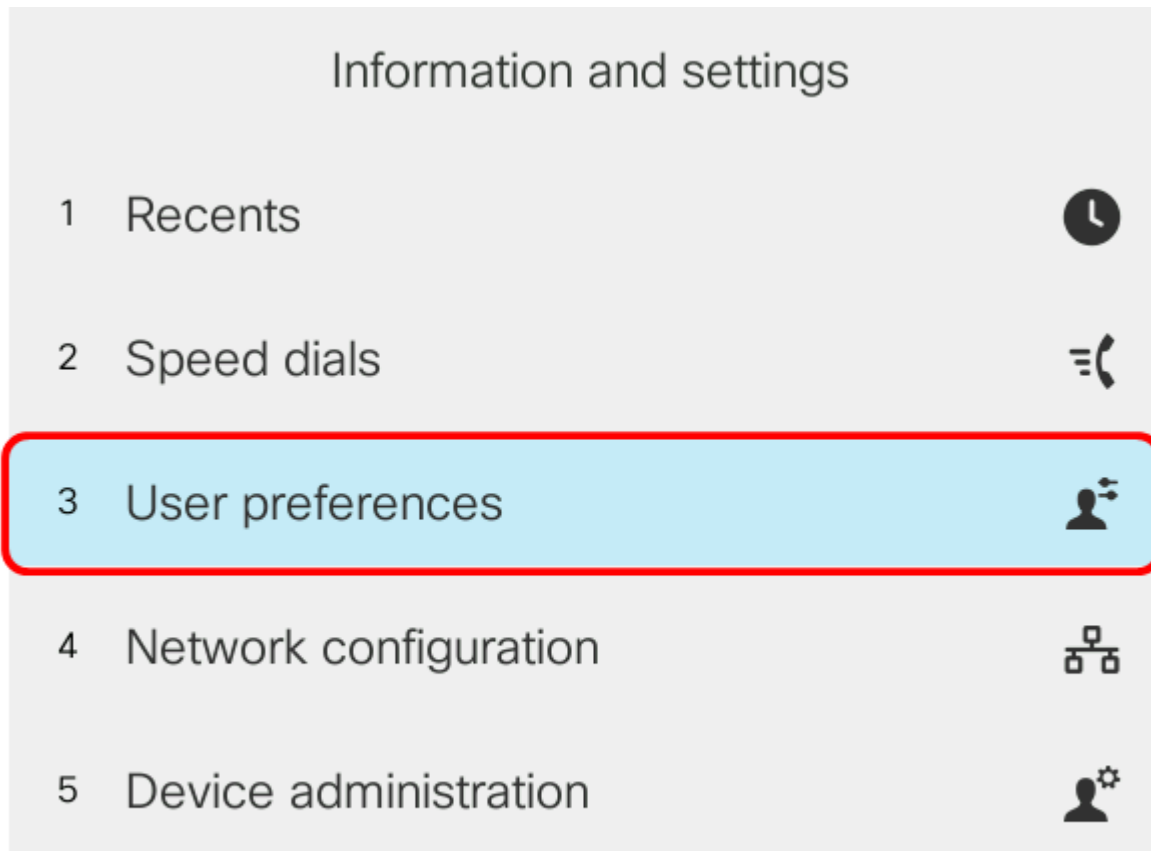
Step 4. Click **Submit All Changes**.

You should now have configured DND through the web-based utility of the phone.

Through the GUI of the Phone

Step 1. Press the **Settings** button on the phone.

Step 2. Choose **User Preferences** using the Navigation Cluster button.

Step 3. Choose **Call Preferences**.

User preferences

1	Call preferences
2	Audio preferences
3	Screen preferences
4	Attendant console preferences

Select

Step 4. Choose **Do not disturb**.

Call preferences

Fwd no answer delay	20
Voice mail	5551234
Block caller ID	Off
Block anonymous call	Off
Do not disturb	Off

Set

Step 5. Press the left or right arrows of the Navigation Cluster button to enable or disable DND.

Call preferences

Fwd no answer delay	20
Voice mail	5551234
Block caller ID	Off
Block anonymous call	Off
Do not disturb	On

Set

Note: In this example, **On** is chosen.

Step 6. Press the **Set** softkey.

Call preferences

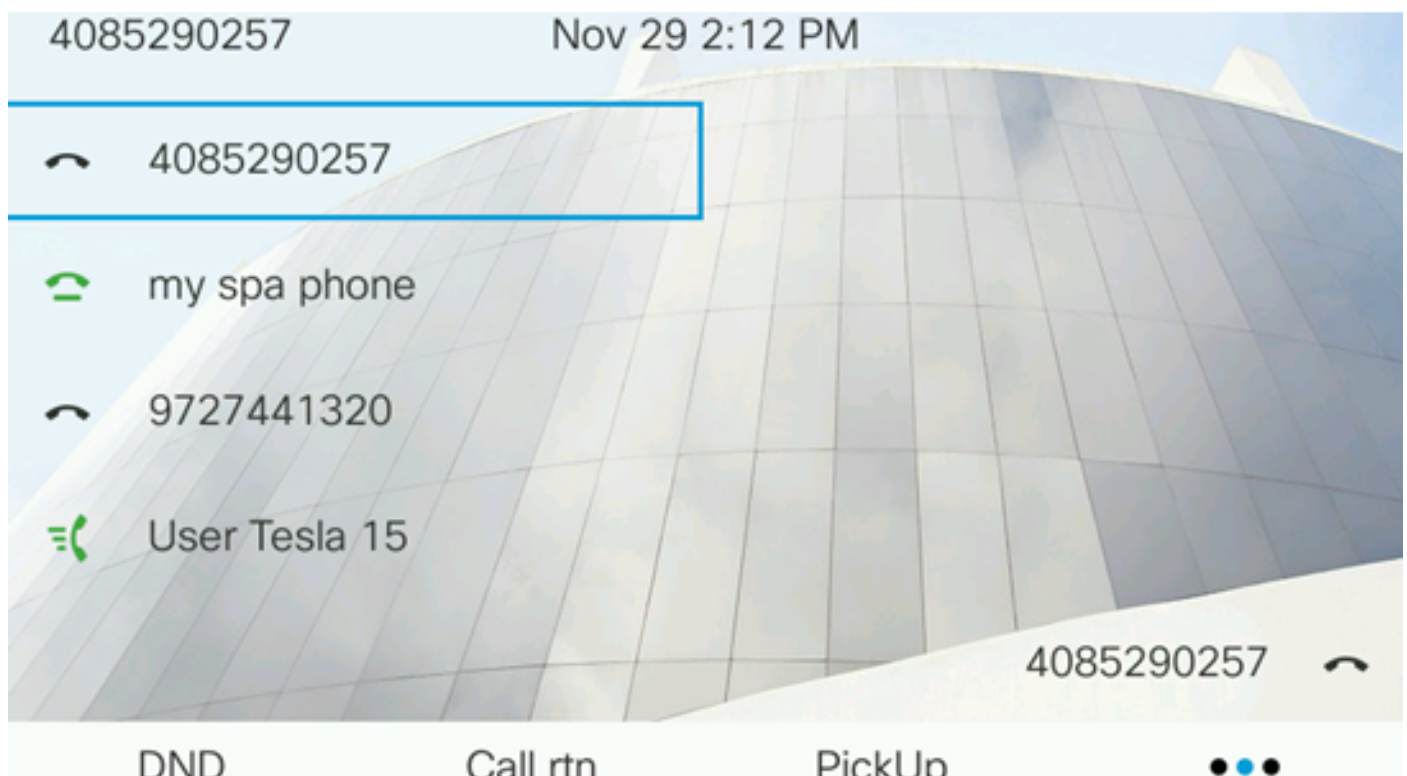|	
Fwd no answer delay	20
Voice mail	5551234
Block caller ID	Off
Block anonymous call	Off
Do not disturb	On

Set

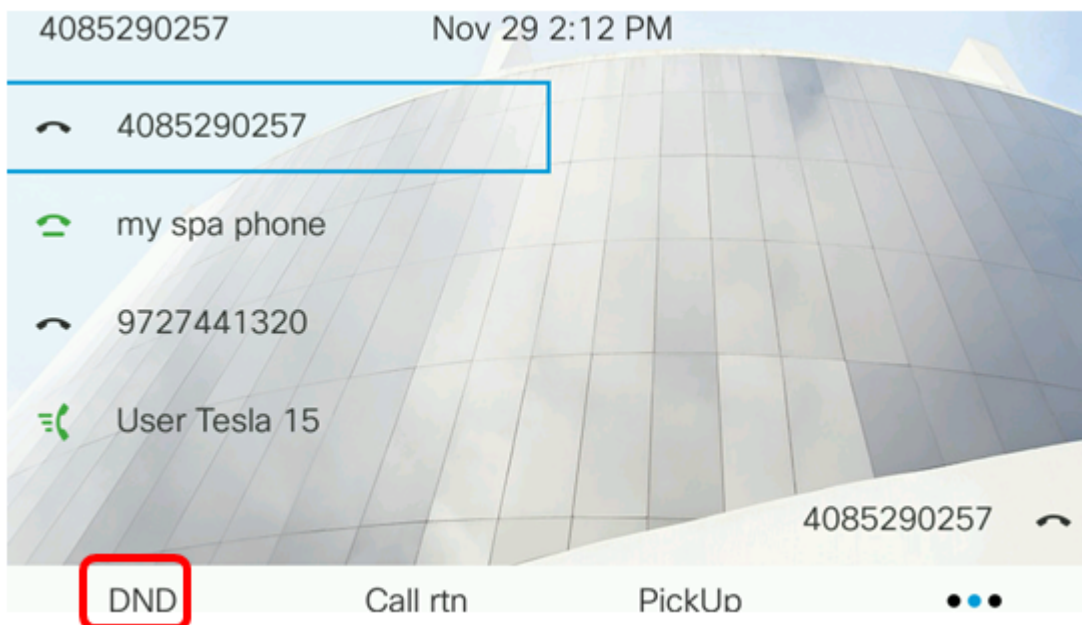You should now have configured DND through the GUI of the phone.

Through the Home Page of the Phone

Step 1. Press the Navigation Cluster button until the DND softkey is displayed.

4085290257   Nov 29 2:12 PM

⌒ 4085290257

⌒ my spa phone

⌒ 9727441320

≡(User Tesla 15

4085290257 ⌒

DND   Call rtn   PickUp   ● ● ●

Step 2. Press the **DND** softkey.

You should now have successfully configured DND through the home page of your phone.