

Horizon

Cisco IP Phone 8841/8851 and 8861 User Guide

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Introduction

Welcome to your new, fully integrated Cisco IP phone on the Horizon service.

As an administrator, the Cisco 8841 IP phone gives you everything you need to help your organisation make better and more cost-effective use of its communications. Connected to Horizon's single, easy-to-use web portal and feature-rich interface you'll be able to:

- Have complete control over how to integrate and manage all your fixed phones within a single, unified company-wide system.
- Set up a wide range of call handling and management features, including full user information reports, as well as service and network performance monitoring capabilities.
- Route individual numbers to an office phone or a mobile phone, or both at the same time, with the option for both to share a single voicemail box.
- Move calls seamlessly from one phone to another, without ever needing to hang up.
- Keep full numbering flexibility – Horizon lets you retain your existing numbers, if you want, no matter where you are in the UK.
- Enjoy lower call costs – with free site-to-site calls (including international calls) and cheaper call rates. If you use Horizon together with our mobile services, you'll get very competitive rates for calls between your fixed and mobile phones, too.

Because Horizon sits in the “cloud”, you’re also safe in the knowledge that, even if one of your sites becomes unexpectedly unavailable, your inbound and outbound calls can be re-routed immediately to a back-up location, to ensure disruption to your business stays at a minimum.

Ready to get started?

Setting Up Your Phone

What you'll need

Before you begin installing your service, please make sure you have the following equipment:

- A Cisco 8841/8851 and 8861 phone body.
- A handset and cord.
- A desk stand.
- A CAT 5 Ethernet computer cable, to connect the phone to your router.
- A power supply unit, including a plug lead and clip, assuming you're not using Power Over Ethernet switches or ports.
- A sheet with your phone number, online account user details and voicemail PIN - this is important information, so please keep it somewhere safe, even after set-up.
- A working Ethernet LAN with Ethernet broadband router - USB routers and modems are not compatible.
- A Power over Ethernet switch - or Ethernet switch - depending on your installation.

Assembling the phone

Now, start by putting the phone together in the following order:

- First, find the coiled handset cord. Plug it into the smaller socket on the underside of the phone - this is marked with a phone symbol.
- Now, take the other end of the handset cord and plug it into the handset.
- Line up the phone stand and the tabs with the slots on the underside of the phone. Slide the bottom tabs into the slots and press lightly down on the top of the desk stand - don't force it.
- Next, push the power brick into the plug unit and plug the power lead into the phone, to assemble the power supply unit.
- Connect the computer cable to the underside of the phone in the socket monitor/pc icon.

Connecting to your router

Before connecting the service, make sure your router is set up to perform NAT (Network Address Translation) and act as a DHCP server - normally a default setting on most routers (a fixed IP address is not supported).

Next, plug the Ethernet cable from the phone into your router. Once powered up, an IP address should automatically be allocated to the phone through DHCP. It's also important to make sure the following ports are not blocked by the firewall within your router or at any point through your access provider.

80 TCP	10000 to 60000 UDP
443 TCP	ICMP
53 UDP	SIP ALG disabled
123 UDP	5060 &5062 TCP/UDP

If any of these ports are not open - i.e. a network based or company firewall is blocking them - Horizon will not work.

Access to the Horizon platform also needs unrestricted phone access to the following Internet Protocols within the Gamma network. The initial remote access request from the handsets, once plugged in, will be to resolve one of these URLs:

Cisco 502	http://xsp.unlimitedhorizon.co.uk:80/dms/Cisco_502d/502.xml
Cisco 504	http://xsp.unlimitedhorizon.co.uk:80/dms/Cisco_504d/504.xml
Cisco 501	http://xsp.unlimitedhorizon.co.uk:80/dms/Cisco_501d/501.xml
Cisco 2102	http://xsp.unlimitedhorizon.co.uk:80/dms/Cisco_2102/2102.xml
Cisco 525	http://xsp.unlimitedhorizon.co.uk:80/dms/Cisco_525d/525.xml
Cisco 122	http://xsp.unlimitedhorizon.co.uk:80/dms/Cisco_122/122.xml
Cisco 6851	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_6851/6851.xml
Cisco 8841	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8841/8841.xml
Cisco 8851	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8851/8851.xml
Cisco 8861	http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8861/8861.xml

All these URLs will resolve to one of the following IP addresses:

Provisioning IP's = 88.215.61.171 & 173, 88.215.61.193 & 194 -

The Gamma Access SBC (general call traffic), ntp.business-access.co.uk (88.215.61.81 or 82)

Connecting the Service

To complete the connection process, you'll now need to:

- Plug the computer cable into a spare port on your router or switch.
- Connect the power supply unit into the nearest socket if not using PoE. The phone will power up and your phone number will appear on the display.
- Pick up the handset. You should hear a dial tone. If you can't, turn off the router and unplug the phone; wait one minute, then turn your router back on. Once it's synchronised and you have internet connectivity, plug your phone back in to the power supply.

Now you've installed the Horizon network service, you're ready to see what the Cisco 8841/8851 and 8861 phone can do.

Key Features

Feature Table

Features	8841	8851	8861
Screen	Color	Color	Color
USB Ports	0	1	2
Built-in Camera	No	No	No
Wi-Fi	No	No	Yes
Bluetooth	No	Yes	Yes

Cisco 8841

The Cisco 8841 is an easy to use IP phone with a colour display and 5 programmable keys.

8 programmable keys can be configured to support features such as speed dial or multiple directory numbers. The 5 inch colour display has a intuitive menu system that can accessed through the dedicated 4 way navigation key. Audio features include high quality Wideband audio, full duplex speakerphone, wired and wireless headset support.

Power is supplied through PoE - There is an optional PSU available for non PoE environments.

Cisco 8851

The Cisco 8851 is a Business IP Telephone with a colour display and integrated Bluetooth technology.

Flexible Deployment Options - The Cisco 8800 series can be deployed on Cisco on premises, hosted, Spark Cloud, & third party hosted call control servers*.

Bluetooth technology enables you connect and take calls from your mobile device, this allows you to take advantage for Cisco's superior audio acoustics. There is also a integrated USB port so you can charge your smartphone while at your desk.

Other features include 5 programmable keys that can be configured to support speed dial keys or multiple directory numbers, Wideband compatible handset for high quality audio, 5 inch colour display and a Gigabit Ethernet switch.

The Cisco 8851 also supports up to two KEMs to provide up to Each KEM has 18 keys and 2 pages (36 in total PER KEM). The 8851 will total at 80 with 2 KEM

The Cisco 8851 can power up 1 KEM with standard POE switch. For 2nd KEM on the 8851 either a POE+ switch is required or a power adaptor.

Cisco 8861

The Cisco 8861 is an IP business telephone that offers easy to use, highly secure VoIP communications and integration with your personal mobile device.

Flexible Deployment Options - The Cisco 8800 series can be deployed on Cisco on premises, hosted, Spark Cloud, & third party hosted call control servers*.

Connect and take calls from your mobile device with integrated Bluetooth technology, two USB ports enable you to charge your mobile device from your deskphone.

IMPORTANT** - A power supply is needed to use Wifi as the LAN port gets disabled.

The Cisco 8861 needs either a POE+ switch or a power adaptor to power up any KEM

Other features include Wideband compatible handset, 5 inch colour display, Gigabit Ethernet switch (10/100/100Mbps) and 5 programmable keys and support for up to 3x KEMs (103 programmable keys).

Your phone's display and buttons



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. 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. For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter.
3	Softkey buttons	 Access to functions and services. For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter.
4	Back, Navigation cluster, and Release	Back  Return to the previous screen or menu.  Navigation cluster  Navigation ring and Select button—Scroll through menus, highlight items and select the highlighted item. Release  End a connected call or session.
5	Hold/Resume, Conference, and Transfer	Hold/Resume  Place an active call on hold and resume the held call. Conference  Create a conference call. Transfer  Transfer a call.

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

Using Your Phone

Using Line Keys

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

Using Busy Lamp fields

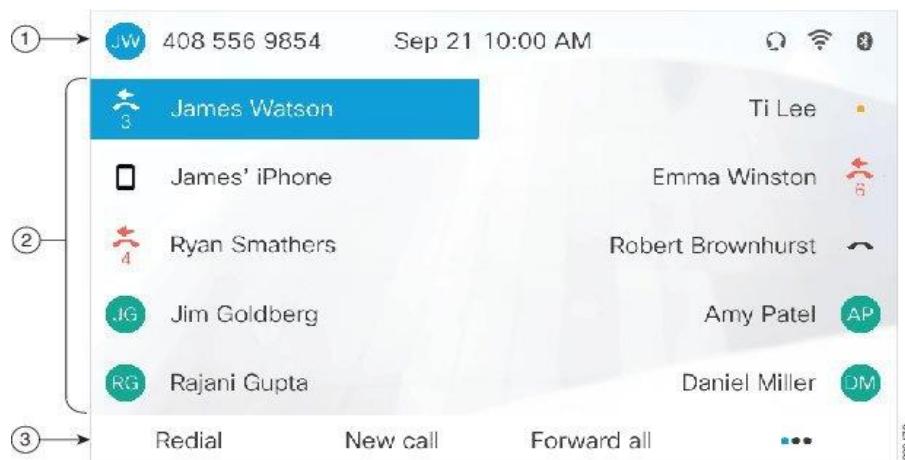
A Busy Lamp field lets you see if colleagues' lines are free to take calls.

You can have up to 8 Busy Lamps on the Cisco 8841/8851 and 8861, all programmable through the Horizon Portal. The line button is green if it's free, or red if it's not.

The Busy Lamp field also acts as a speed dial, letting you call your contact via a single button.

Phone Screen Features

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



The following table describes the Cisco IP Phone screen components.

1	At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.
2	The middle of the phone screen displays the information associated with the line and feature buttons on the phone.
3	The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below the screen.

Making Calls

Audio Path Selection

When you make or receive a call, the audio path goes to the last device used by you, either the handset, the headset, or the speakerphone. The following list describes each scenario:

Pick up the handset when you make or answer a call, and all of your calls are routed to your handset until you select Headset  or Speakerphone .

Select Headset  when you make or answer a call, and all of your calls are routed to your headset until you pick up the handset or select Speakerphone .

If your administrator sets your headset as the audio path on your phone, then you can remove the handset and use your headset. This is ideal for anyone who prefers the convenience of a headset. But you must still select Headset the first time you handle a call.

Select Speakerphone  when you make or answer a call, and all of your calls are routed to your speakerphone until you pick up the handset or select Headset .

Make Calls

Your phone works just like a regular phone. But we make it easier for you to make calls.

Use your phone just like any other phone to make a call.

Procedure

Enter a number and pick up the handset.

Make a Call with the Speakerphone

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Press Speakerphone .

Make a Call with a Standard Headset



Use your headset for hands-free calling that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 Plug in a headset.

Step 2 Enter a number using the keypad.

Step 3 Press Headset .

Redial a Number

You can call the most recently dialed phone number.

Procedure

Step 1 (Optional) Select a line.

Step 2 Press Redial.

Answering Calls

Your Cisco IP Phone works just like a regular phone. But we make it easier for you to answer calls.

Answer a Call

Procedure

When your phone rings, press the flashing line button to answer the call.

Answer Call Waiting

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

Procedure

Step 1 Press the line button.

Step 2 (Optional) If you have more than one call waiting, select an incoming call.

Decline a Call

You can send a ringing call to your voicemail system (if configured) or to a preset phone number. If not set up, the call is rejected and the caller hears a busy tone.

Procedure

Decline a call by performing one of the following actions:

Press Decline.

If you have multiple incoming calls, highlight the incoming call and press Decline.

Turn On Do Not Disturb

Use do not disturb (DND) to silence your phone and ignore incoming call notifications when you need to avoid distractions.



When you turn on DND, your incoming calls are forwarded to another number, such as your voicemail, if it is set up.

When DND is turned on, the header section of the phone screen changes color and Do not disturb is displayed on the phone screen.

When you turn on DND, it affects all lines on your phone. However, you will always receive intercom and emergency calls, even when DND is turned on.

If multilevel precedence and preemption (MLPP) is set up for your phone, priority calls will ring your phone with a special ringtone, even when DND is turned on.

Procedure

Step 1 Press Do not disturb to turn on DND.

Step 2 Press Do not disturb again to turn off DND.

Call Park

You can use your phone to park a call. You can then retrieve the call either from your phone or another phone, such as a phone at a coworker's desk or in a conference room.

There are two ways you can park a call: call park and directed call park. You'll only have one type of call park available on your phone.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, as set by your administrator.

A parked call occupies one line.

Place a Call on Hold with Call Park

You can park an active call that you answered on your phone and then use another phone in the call control system to retrieve the call.

You can park only one call at the call park number.

Before you begin

Your call must be active.

Procedure

Step 1 Press Park, and then hang up.

Your phone displays the number where the system parked the call. The parked call is put on hold, and you can press Resume to resume the call on your phone.

Step 2 (Optional) Communicate the parked number to the person who needs to answer the call.

Retrieve a Call on Hold with Call Park

You can pick up a parked call from anywhere in your network.

Before you begin

You need the number that was used to park the call.

Procedure

Enter the number where the call is parked to retrieve the call.

Forward Calls

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

There are two ways of forwarding your calls:

Forward all calls

Forward calls in special situations, such as when the phone is busy or there is no answer.

When a line is forwarded, you see the Forward all  icon with the line.

Procedure

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines.

When you add more than one person to a conference call, wait a few seconds between adding participants.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Another Person to a Call

When you add more than one person to a call, wait a few seconds between adding participants.

Procedure

Step 1 From an active call, press Conference .

Step 2 Add the other person to the call by doing one of the following:

Press Active calls and select a held call.

Enter the phone number and press Call.

Step 3 Press Conference.

Swap Between Calls Before You Complete a Conference

You can talk to a person before you add them to a conference. You can also swap between the conference call and the call with the other person.

Procedure

Step 1 Call a new conference participant, but do not add the participant to the conference.

Wait until the call is connected.

Step 2 Press Swap to toggle between the participant and the conference.

View and Remove Conference Participants

If you create a conference, you can view the details of the last 16 participants who join the conference. You can also remove participants.

Procedure

Step 1 While you are in a conference, press Show Details to view a list of participants.

Step 2 (Optional) Highlight a participant and press Remove to drop the participant from the conference.

Record a Call

You can record a call. You might hear a notification tone as you record the call.

Procedure

Press Record to start or stop recording.

Recent Calls List

Use the Recents list to see the 150 most recent individual calls and call groups.

If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list.

Calls in the Recents list are grouped if they are to and from the same number and are consecutive. Missed calls from the same number also get grouped.

View Your Recent Calls

Check to see who's called you recently.

Procedure

Step 1 Press Applications .

Step 2 Select Recents.

When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.

Step 3 If you have more than one line, select a line to view.

If two lines on your phone are configured for the same number, only the line that receives the call shows the call details in the call history.

Return a Recent Call

You can easily call someone who has called you.

Procedure

Step 1 Press Applications .

Step 2 Select Recents.

Step 3 (Optional) Select All lines or the required line.

Step 4 Select the number that you want to dial.

Step 5 (Optional) Press EditDial to edit the number.

Step 6 Press Call.



Clear the Recent Calls List

You can clear the Recents list on your phone.

Procedure

Step 1 Press Applications .

Step 2 Select Recents.

Step 3 (Optional) Select All Lines or the required line.

Step 4 Press Clear.

Step 5 Press Delete.

Delete a Call Record

You can edit Recents to remove a single call from your history. This helps preserve important contact information because Recents holds only 150 calls.

Procedure

Step 1 Press Applications .

Step 2 Select Recents.

Step 3 (Optional) Select All Lines or the required line.

Step 4 Highlight the individual record or call group that you want to delete.

Step 5 Press Delete.

Step 6 Press Delete again to confirm.

Voicemail

Check for New Voice Messages

To find out if you have new voicemail messages, look for one of these signs:

The light strip on your handset is solid red.

The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Access Voicemail

Procedure

Step 1 If you have more than line, press the appropriate line key.

Step 2 Press Messages .

Step 3 Follow the voice prompts.

Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

Procedure

Step 1 In the screen, press the Audio softkey.

Step 2 When prompted, enter your voicemail credentials.

Settings

Change the Ringtone

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

Procedure

Step 1 Press Applications .

Step 2 Select Settings > Ringtone.

Step 3 Select a line.

Step 4 Scroll through the list of ringtones and press Play to hear a sample.

Step 5 Press Set to use the ringtone.

Adjust the Screen Brightness

You can change the brightness of the phone screen to make it easier to read.

Procedure

Step 1 Press Applications .

Step 2 Select Settings > Brightness.

Step 3 Press the Navigation cluster left to decrease, or right to increase, the brightness.

Step 4 Press Save.

Step 3 Select Settings > Video > Exposure.

Step 4 Press the Navigation cluster left to decrease, or right to increase, the brightness.

Step 5 Press Save.

Adjust the Volume During a Call

If the sound in your handset, headset, or speakerphone is too loud or too soft, you can change the volume while you are listening to the other person. When you change the volume during a call, the change only affects the speaker you're using at the time. For example, if you adjust the volume while you're using a headset, the handset volume doesn't change.

Procedure

Press Volume  right or left to adjust the volume while you are on a call.

Adjust the Phone Ringer Volume

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

Procedure

Press Volume  right or left to adjust the ringer volume when the phone rings.

Speed Dials

Speed dials allow you to call a number simply by pressing one or two pre-programmed digits.

You should always set up and manage all speed dials through the Horizon Portal to make sure they're not deleted every time you run a system upgrade or firmware refresh. To set up speed dials, see your Horizon Portal guide.

Save.

Troubleshooting guide

We'll always aim to give you the best service possible. However, no system can be guaranteed to run error-free all the time. Here are a few issues that may arise - and how you can solve them.

The handset shows an on-screen extension, but is also showing an amber light on the line key.

This means it's successfully downloaded its configuration but hasn't been registered on Horizon. It's normally a local fault, where our IP traffic is being restricted in reaching our Session Boarder Controller. In a case like this, please check the following before raising a fault:

- Ensure all router port settings - as defined earlier in this document - have been implemented. Check the setting especially on port 5060 and make sure that SIP ALG is disabled.
- Eliminate LAN variables, ideally by plugging the handset directly into the router. If your router does not provide power over Ethernet, make sure the only thing between the router and the handset is the Power Over Ethernet switch and that all the wires and units are working correctly.
- Make sure the handset is still assigned to a user on the Horizon Portal.
- Plug the handset into a different port that you know definitely works.

If none of these solve the issue, call our support team - contact details are in the following section.

The handset boots up, but displays an amber light on the line keys and no on-screen extension

This means it's either been provisioned incorrectly, or it can't gain a connection to the public internet. Try the following checks:

- Ensure all router port settings - as defined earlier in this document - have been implemented. Check the setting especially on port 5060 and make sure that SIP ALG is disabled.
- Check you've assigned a local IP address, by looking it up on the routers ARP cache or similar.
- Eliminate LAN variables, ideally by plugging the handset directly into the router. If your router does not provide power over Ethernet, make sure the only thing between the router and the handset is the Power Over Ethernet switch and that all the wires and units are working correctly.
- Make sure the handset is still assigned to a user on the Horizon Portal.
- Plug the handset into a different port that you know definitely works.

If you think the handset hasn't been configured properly, call our support team for more help.

The handset displays an "Initialising Network" message constantly

This means the handset can't connect to the local network. Before raising a fault, try the following:

- Check the connection from the handset to the router/switch, to ensure it's receiving a signal.
- Swap out Cat 5 cables and check ports, as well as connections on all wires.
- Plug the handset into a different port that you know definitely works.
- If none of these work, call our support team.

The handset displays an "SOS Recovery Mode" message

This means the handset has become corrupted whilst updating its firmware. This could be due to a power issue, for example, which has caused the service to pick up a bug and disconnect. It's a common issue on Cisco devices and a fix exists at <https://supportforums.cisco.com/docs/DOC-10011>.

If you can't follow this guide or encounter more problems, call our support team. They'll either offer more advice or send out a replacement device.

The handset has an obvious defect or physical fault

If one of your handsets has been physically damaged, for example it has a broken screen or receiver, call our support team. They'll ask for more details and send you out a replacement if the phone is still within its warranty period.

Feedback

Name	Service team
@	portalfeedback@gamma.co.uk