CISCO

Quick Start

Cisco IP Phone 8800 Series

✎
Note   For best results, print on 8.5inch x 14inch (legal-sized) paper.

1   Place a Call

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Make a Video Call

The Cisco IP Phone 8845 and 8865 support video calls using the built-in camera. To start video while on a call, open the camera shutter. To stop video while on a call, close the camera shutter.

Redial Last Number

Press **Redial** to redial on your primary line. To redial on another line, press the line button first.

Dial On-Hook

1.   Enter a number when the phone is idle.

2.   Lift the handset or press **Call**, Headset 🎧 , or Speakerphone 🔊 .

Speed Dial

Enter a speed-dial item number and press **SpeedDial**. You may also have speed dials assigned to some buttons along the left side of your phone.

2   Answer a Call

New calls display as a flashing amber line button, an animated icon and caller ID on the screen, and a flashing red light on your handset.

Answer Multiple Lines

You can answer a call through an actionable incoming call alert if this feature is available.

If you are talking on the phone when you get another call, a message appears on the phone screen. Press the flashing amber line button to switch lines and press the session button to answer the second call and put the first call on hold.

3   Hold

1.   Press **Hold** ⏸ . The hold icon appears and the session button flashes green.

2.   To resume a call from hold, press the session button, **Resume**, or **Hold**.

4   Transfer

1.   From an active call, press **Transfer** 👤 .

2.   Enter the transfer recipient's phone number.

3.   Press **Transfer** again (before or after the party answers). The transfer completes.

Direct Transfer

You can transfer the active call to the held call either on the same line or across lines

- From an active call, press **Transfer** 👤 .

- Press **Active calls** to select the held call, and press **Transfer** again to finish the call transfer.

5   Conference

1.   From an active call, press **Conference** 👥 .

2.   Make a new call.

3.   Press **Conference** again (before or after the party answers). The conference begins and the phone displays "Conference."

4.   Repeat these steps to add more participants.

The conference ends when all participants hang up.

Join Calls

You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press **Conference** 👥 .

- Press **Active calls** to select the held call, and press **Conference** again to create the conference.

View and Remove Participants

During a conference, press **Show Details**. To remove a participant from the conference, scroll to the participant and press **Remove**.

6   Mute Audio

1.   While on a call, press **Mute** 🎤 . The button glows to indicate that mute is on.

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

7   Forward All

1.   To forward calls received on your primary line to another number, press **Forward all**.

2.   To forward calls to another number, enter a phone number.

3.   To forward all calls to voicemail, press **Messages** 📧 .

4.   To cancel call forwarding, press **Forward off**.

To set up forwarding on a secondary line, press the line button to select the line and press **Forward all**.

To set up forwarding remotely, access your Self Care Portal.

8   Voicemail

New message indicators:

- A solid red light on your handset

- A stutter dial tone (if available)

- The voicemail icon and number display on the screen along with one idle session button

Listen to Messages

Press **Messages** 📧 and follow the voice prompts. To check messages for a specific line, press the line button first.

9   Divert

Press **Divert** when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail or to another number set up by your system administrator.

10   Call History

View Call History

1.   Press **Applications** ⚙ .

2.   Scroll and select **Recents**.

3.   Select a line to view. Your phone displays the last 150 missed, placed, and received calls.

4.   To view details for a call, scroll to the call, press **More**, and then press **Details**.

View Missed Calls Only

1. View your call history.
2. Press **Missed**. Alternately, press the session button mapped to the Call History icon.

Dial Call History

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press **Select**.
3. To edit a number before dialing, press **More > EditDial**.

11 Directories

1. Press **Contacts** 📖 .
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. Press **Submit**.
5. To dial, scroll to a listing and press **Dial**.

12 Settings

Volume

The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press **Volume** when the phone is in use.
- To adjust the ringer volume, press **Volume** on the left (-) or right (+).
- To silence the phone when ringing, press **Volume** left one time. Press **Volume** left (-) multiple times to lower the ringing volume.

Screen Brightness

1. Press **Applications** ⚙ .
2. Select **Settings > Brightness**.
3. Press the Navigation cluster left or right to increase the brightness and press **Save**.

Screen Contrast (8811 only)

1. Press **Applications** ⚙ .
2. Select **Settings > Contrast**.
3. Press the Navigation cluster left or right to change the contrast and press **Save**.

Font Size

1. Press **Applications** ⚙ .
2. Select **Settings > Font Size**.
3. Select **Tiny, Small, Regular, Large,** or **Huge**.
4. Press **Save**.

13 Phone Buttons and Hardware

Line and Session Buttons?

Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.

✎

Note If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.

Session buttons are located on the right side of the phone screen.

Softkeys

Four softkey buttons are located below the phone screen. You can press **More** (when available) to reveal additional softkeys.

List and Menu Navigation

Press **up, down, left,** or **right** on the four-way Navigation cluster.

A scroll bar on the screen indicates your relative position within a list.

To select the highlighted item, press **Select**. Or, use the keypad to enter the corresponding item number.

Exit a Menu

To exit a menu completely, press **Exit**.

To go back one level in a menu, press **Back** ↩ .

✎

Note If you press and hold **Back**, you exit a menu completely.

14 USB Charging

To charge your mobile phone, use the side USB port of the Cisco IP Phone 8851 or 8851NR, or use the side or back USB port of the Cisco IP Phone 8861 or 8865. To charge your tablet, use the back USB port of Cisco IP Phone 8861 and 8865.

15 Intelligent Proximity

(Intelligent Proximity is applicable to Cisco IP Phone 8845, 8851, 8861, and 8865; it is not supported by the Cisco IP Phone 8811 or 8851NR.) If your administrator has enabled this feature, you press the second line button to open the Bluetooth menu to pair and connect your smartphone or tablet.

After your smartphone or tablet connects, its name displays on the second line label and you use this line to manage your smartphone or tablet calls. You can also use the Hands-free 2-way audio entry in the Bluetooth menu.

1. Press **Applications** ⚙ .
2. Select **Bluetooth**.
3. Enable or disable **Hands-free 2-way audio**.

16 Tips

How Can I Keep Track of Multiple Calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared lines:

- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

What Is the Best Way to Use My Headset?

If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar.

Press **Answer** to automatically answer the call using the headset.

How Do I Set Up Speed Dials?

To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Self Care Portal.

Contact your administrator for the Self Care Portal URL.

17 For More Information

Find User Guides, Quick Start Guides, and Quick Reference Cards online:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html

ılıılı
CISCO