Cisco® 8800 Series Phones

Your New Phone

1. Incoming call or voicemail indicator
2. Video Camera (8865 phone)
3. Line/Feature buttons
4. Softkeys
5. Navigation, Release and Back key
6. Hold, Conference and Transfer
7. Speakerphone, Mute & Headset
8. Voicemail, Applications, Contacts
9. Volume
10. USB Port (8865 phone, on the side)
**Dial Plan**
- **Internal Calls**: Dial 4-digit extension
- **Local Calls**: Dial 9 + ten-digit local number
- **Long Distance**: Dial 9 + 1+ ten-digit number
- **Emergency External**: Dial 9911, 911 or 4911

**Answer a Call**
Do one of the following options:
- Press the flashing session button.
- Lift the handset.
- Press Answer softkey
- Press Decline softkey (sends caller directly to voicemail).
- Press Ignore softkey (silences the ringing on the phone).

**Put a Call on Hold**
- Press the Hold button.

**Resume a Call on Hold**
- Press the Hold button again, the Resume softkey, or flashing Session button

**Answer a Second Call**
- When a second call comes in on your phone, you will hear a tone in your ear and see the caller information on the bottom of your screen.
- To answer the call, press the Answer softkey. The first caller will be placed on hold automatically and you are talking with the second caller.

**Toggling Between Calls**
If you have more than one call on your phone at the same time; to toggle between the calls:
- Press the Line key of the call on hold that you wish to retrieve. You will see all the calls on that line.
- Using your Navigation button, highlight the call information of the person to whom you wish to speak. Then, press the Resume softkey.
- The active call will be automatically put on hold and the held call will become your active call.

**Call Transfer**
**To Transfer While on Active Call:**
- Press the Transfer button or softkey.
- Dial the intended party.
- If you wish, announce caller when line is picked up.
- Press the Transfer button again.

**Call History**
**To access your call history:**
- Press the Application button.
- Select Recents
- To view details for a call, scroll to the call
- To call the number, press Call

**Conference**
**Ad Hoc Conference (up to 8 parties)**
- While on an active call, press Conference button.
- Dial the intended party.
- To bring all parties together, press Conference button again,
- Repeat to add additional parties.

**To rejoin conference if party is not available:**
- Press End Call softkey.
- Press Resume softkey and you will be re-connected with conference in progress.

**View Conference Participants:**
- Press the Show Details softkey.
- To refresh the screen, press Update.

**Remove Conference Participants**
- Press the Show Details softkey.
- Highlight the party you wish to remove using the Navigation button.
- Press the Remove softkey.

**A Conference ends when all parties hang up.**

**Call Forward**
**Forward All Incoming Calls:**
- Press the Forward All softkey.
- Dial 4-digit extension for an internal call, or 9+1+ten-digit-number if forwarding call to external number.

**Forward All Incoming Calls to Voicemail**
- Press the Forward All softkey.
- Press the Message button.

**To Receive Calls Again:**
- Press the Forward Off sofkey.
If you would like to login into a phone that is not your own, press the EM Login/Logout feature button. Enter your Primary Extension number and default PIN. Press Submit softkey.

**Extension Mobility - Log Out**
- If you would like to login out of a phone press the EM Login/Logout feature button again and press the Yes softkey.

**Extension Mobility - Change PIN**
- To change your extension mobility PIN, press the EM Login/Logout feature button, and select the Set PIN softkey.
- Enter Current PIN, then New PIN and confirm.
- Select Change, then Exit softkeys.

**Speed Dials**
- To add a new Speed Dial:
  - Press and hold any blank Feature button.
  - On the Define Favorites screen, use the keypad to write the Name for the desired Speed Dial.
  - Use the Navigation button to advance to the Number field, and type the desired Speed Dial number (4-digit extension for internal, or 9+1+ten-digit-number for external).
  - Press the Apply softkey.
  - Press the Exit softkey.

- To edit a Speed Dial:
  - Press and hold the Feature button that contains the Speed Dial you wish you edit.
  - Use the keypad, Navigation button and Backspace softkey to edit the Name and Number.
  - Once done, press the Apply softkey.
  - Press the Exit softkey.

- To delete a Speed Dial:
  - Press and hold the Feature button that contains the Speed Dial you wish to delete.
  - Use the rightmost softkey to show more options.
  - Press the Delete softkey.
  - Press the Yes softkey.

**Change Background**
- Press the Applications button.
- Select Settings then Wallpaper.
- Select the wallpaper you want from the available pool using the Navigation button.
- Press the Set softkey, then Exit.