

Cisco® 8800 Series Phones



Your Phone

- ① Incoming call or voicemail indicator
- ② Video Camera (if available)
- 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)

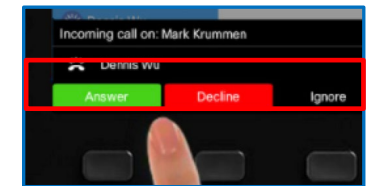
Dial Plan

- **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 **Hold**.

Resume a Held Call

- Press **Hold** button or **Resume** softkey or flashing Session button.

Answer a Second Call

- 1 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.
- 2 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:

- 1 Press the **Line** key of the call on hold that you wish to retrieve. You will see all the calls on that line.
- 2 Using your **Navigation** button, highlight the call information of the person to whom you wish to speak. Then, press the **Resume** softkey.
- 3 The active call will be automatically put on hold and the held call will become your active call.

Call Transfer



To Transfer While on an Active Call

1. Press the **Transfer** button or softkey.
2. Dial the intended party.
3. If you wish, announce caller when line is picked up.
4. Press the **Transfer** button again.

Note: If dialed party does not wish to take the call, press **End Call**, then resume original call.

Conference



Ad Hoc Conference (Up to 8 Parties)

While on an active call:

1. Press **Conference** button.
2. Dial the intended party.
3. To bring all parties together, press **Conference** button again.
Repeat to add additional parties.

To rejoin conference if party is not available:

1. Press **EndCall** softkey.
2. Press **Resume** softkey and you will be re-connected with conference in progress.

The conference ends when all participants hang up.

View Conference Participants

1. Press the **Show details** softkey.
2. To refresh the screen, press **Update**.

Remove Conference Participants

1. Press **Show details** soft key.
2. Highlight the party you wish to remove using the **Navigation** button.
3. Press the **Remove** softkey.

Call Forward

Forward All Incoming Calls

Press the **Forward all** softkey.

Dial 4-digit extension for an internal call or 9 + 1 if forwarding call to external number.

Forward All Incoming Calls to Voicemail

1. Press the **Forward ALL** softkey.
2. Press the **Message**  button.

To Receive Calls Again

- Press the **Forward Off** softkey again.

Call History



To access your call history:

1. Press the **Application** button.
2. Select **Recents**.
3. To view details for a call, scroll to
4. the call.
5. To call the number, press **Call**.

Note: To add 9 or 91 to dial an outside number, press the **EditDial** softkey.

Corporate Directory



1. Press **Contacts** button.
2. Select Corporate Directory.
3. Perform a search by **First name**, **Last name** or **Number** (by tapping on the phone's keypad until desired letter appears.)
4. Press **Search** softkey.
5. Highlight desired extension using the **Navigation** button.
6. Press the **Dial** softkey.

Change Ringtone



- Press the **Application** button.
- Select the **Settings** then **Ringtone**.
- Use the **Navigation** button to find a ringtone, then press the **Play** softkey to hear a sample.
- Press the **Set** softkey to select the ringtone for your phone.

Note: you will be able to set a different ringtone for each line on your phone.

Extension Mobility

Extension Mobility - Log In

If you would like to log into a phone that is not your own:

1. Press the **EM Login/Logout** feature button (button on upper right side of the phone display.)
2. Enter your **Primary Extension** number and default PIN

3. Press **Submit** softkey.

Extension Mobility - Log Out

If you would like to log out of a phone:

- After you have pressed the **EM Login/Logout** feature button, press the **Yes** softkey for Logout.

Extension Mobility - Change PIN

To change your Extension Mobility PIN:

1. Press the **EM Login/Logout** feature button, select **Set PIN** softkey
2. Enter **Current PIN**, then **New PIN** and confirm.
3. Select **Change**, then **Exit** softkeys.