Cisco® 8800 Series Phones

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 calls come 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.

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)
**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.

**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.

**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.

**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.