

# PLEASE READ

This manual is from the manufacturer—**GoTo Connect may not support some features discussed in this document.**

Please see our online documentation for a complete list of supported features.

Thanks for choosing us!



## **Cisco IP Phone 8800 Series User Guide**

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## CHAPTER

# 1

## Your Phone

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- [Energy Savings, page 19](#)
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## The Cisco IP Phone 8800 Series

The Cisco IP Phones 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR deliver easy-to-use, highly-secure voice communications.



393043



**Table 1: Cisco IP Phone 8800 Series Major Features**

Features	8811	8841	8845	8851	8851NR	8861	8865	8865NR
Screen	Grayscale	Color	Color	Color	Color	Color	Color	Color
USB Ports	0	0	0	1	1	2	2	2
Built-in Camera	No	No	Yes	No	No	No	Yes	Yes
Wi-Fi	No	No	No	No	No	Yes	Yes	No
Bluetooth	No	No	Yes	Yes	No	Yes	Yes	No
Cisco Intelligent Proximity	No	No	Yes	Yes	No	Yes	Yes	No

To use the phone, the phone needs to be connected to a network and configured to connect to a call control system. The phones support many functions and features, depending on the call control system. Your phone might not have all functions available, based on the way your administrator has set up the phone.

## New and Changed Information

You can use the information in the following sections to understand what has changed in the document. Each section contains the major changes.

### New Information for Firmware Release 11.7(1)

**Table 2: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.7(1).**

Revision	Updated Section
Updated for video call enhancements	<a href="#">Video Calls, on page 34</a>
Updated for new user experience	<a href="#">Badged Icons, on page 17</a>
	<a href="#">Phone Screen Features, on page 16</a>
	<a href="#">Enhanced Line Mode, on page 21</a>

## New Information for Firmware Release 11.5(1)SR1

**Table 3: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1)SR1.**

Revision	Updated Section
Updated for Cisco IP Phone 8865NR support	<a href="#">The Cisco IP Phone 8800 Series, on page 1</a>
	<a href="#">Set Up Wi-Fi Client, on page 6</a>
	<a href="#">Buttons and Hardware, on page 12</a>
	<a href="#">Supported Accessories, on page 77</a>
Updated for Video with Closed Shutter	<a href="#">Stop Your Video, on page 34</a>
Updated for MLPP and Do not disturb support	<a href="#">Turn On Do Not Disturb, on page 31</a>
	<a href="#">Prioritized Calls, on page 43</a>
	<a href="#">Answer a Priority Call, on page 45</a>
Updated for Wi-Fi sign support	<a href="#">Set Up Wi-Fi Client, on page 6</a>
	<a href="#">Connect to a Pre-Configured Wi-Fi Network, on page 6</a>

## New Information for Firmware Release 11.5(1)

**Table 4: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.5(1).**

Revision	Updated Section
Updated the following sections for Enhance Line Mode.	<ul style="list-style-type: none"> <li>• <a href="#">Differences Between Phone Calls and Lines, on page 17.</a></li> <li>• <a href="#">Ignore a Call, on page 30.</a></li> <li>• <a href="#">Decline a Call, on page 30.</a></li> <li>• <a href="#">Phone Line Modes, on page 20.</a></li> <li>• <a href="#">Normal Line Mode, on page 20.</a></li> <li>• <a href="#">Enhanced Line Mode, on page 21.</a></li> </ul>

Revision	Updated Section
Added the following section for Postpone a Phone Upgrade	<a href="#">Phone Firmware and Upgrades, on page 19</a>
Revised the following section for Do Not Disturb	<a href="#">Turn On Do Not Disturb, on page 31</a>
Added Connect to a Pre-Configured Wi-Fi Network	<a href="#">Connect to a Pre-Configured Wi-Fi Network, on page 6</a>

## New Information for Firmware Release 11.0

*Table 5: Cisco IP Phone 8800 User Guide revisions for Firmware Release 11.0.*

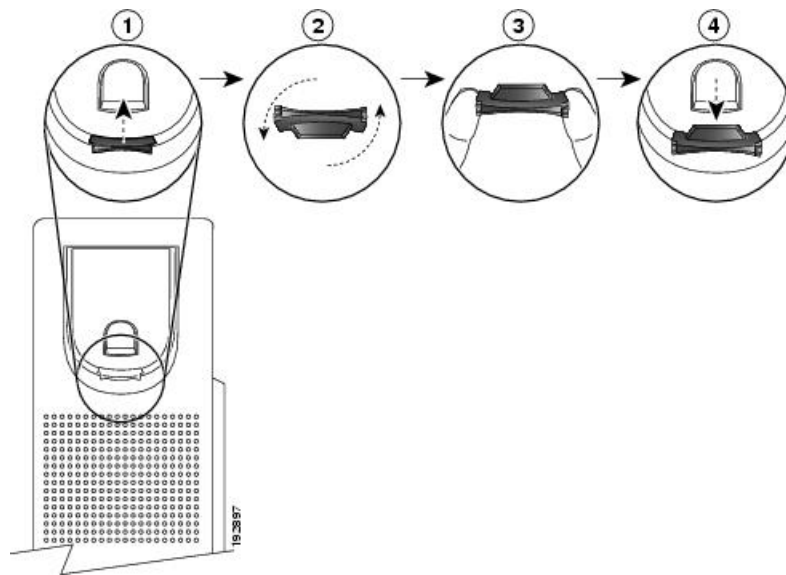
Revision	Updated Section
Removed references to specific font size.	<a href="#">Change the Font Size, on page 73.</a>
Updated the following section for improved Barge and Merge support.	<a href="#">Add Yourself to a Call on a Shared Line, on page 47</a>
Revised the following section for the improved Problem Report Tool support.	<a href="#">Report All Phone Issues, on page 22</a>
Added new icon to the following section for Do Not Disturb(DND).	<a href="#">Turn On Do Not Disturb, on page 31</a>
Updated the following section for Welcome screen.	<a href="#">Connect to Expressway, on page 8</a>

## Phone Setup

Typically, your administrator sets up your phone and connects it to the network. If your phone is not set up and connected, contact your administrator for instructions.

## Adjust the Handset Rest

If your phone is wall-mounted or if the handset slips out of the cradle too easily, you may need to adjust the handset rest to ensure that the receiver does not slip out of the cradle.



### Procedure

- 
- Step 1** Remove the handset from the cradle and pull the plastic tab from the handset rest.
  - Step 2** Rotate the tab 180 degrees.
  - Step 3** Hold the tab between two fingers, with the corner notches facing you.
  - Step 4** Line up the tab with the slot in the cradle and press the tab evenly into the slot. An extension protrudes from the top of the rotated tab.
  - Step 5** Return the handset to the handset rest.
- 

## Change the Viewing Angle of Your Phone

You can change the angle of the phone to eliminate glare on the screen. If your phone has a video camera, you can change the angle to improve the camera view.

### Procedure

- 
- Step 1** Hold the receiver in the cradle with one hand.
  - Step 2** Move the footstand with the other hand to change the angle.
  - Step 3** (Optional) Adjust the footstand on the key expansion module and ensure that the phone and key expansion module are stable.
  - Step 4** (Optional) Press **Self-view** to check the camera angle.
-

## Connect to the Network

Your phone needs to be connected to the telephone network.

- **Wired connection**—The phone is plugged into the network using an Ethernet cable.
- **Wireless connection**—The phone connects to a Wireless Access Point using Wi-Fi.
- **Virtual Private Network (VPN)**—After the phone is connected to the network, it is set up to automatically connect into a protected network.
- **Mobile and Remote Access through Expressway**—After the phone is connected to the network, it is set up to automatically connect to the Expressway server.


## Set Up Wi-Fi Client

The Cisco IP Phone 8861 and 8865 can access a Wi-Fi network, but a power adaptor is required to power the phone. The Cisco IP Phone 8865NR cannot be used with a Wi-Fi network.

### Before You Begin

Your administrator needs to configure settings on the call control system to enable Wi-Fi access.

### Procedure

- 
- Step 1** If the phone is plugged into the Ethernet, unplug the Ethernet cable.
- Step 2** Press **Applications** .
- Step 3** Navigate to **Admin settings > Network setup > Wi-Fi client setup > Wi-Fi sign in access**.
- Step 4** Navigate to **Wireless** and press **On**.
- Step 5** Navigate to **Wi-Fi sign in access** and press **On**.
- Step 6** Press **Apply** to save the changes, or press **Revert** to cancel the changes.
- 

## Connect to a Pre-Configured Wi-Fi Network

You can connect to a Wi-Fi network with your Cisco IP Phone 8861 and 8865. But the Cisco IP Phone 8865NR does not support Wi-Fi.

Depending upon how your phone is configured, you could be required to sign in when you join a Wi-Fi network or when your phone powers up.

You cannot dismiss the Wi-Fi sign-in window without entering the correct username and password.

### Procedure

---

- Step 1** Enter your Wi-Fi credentials when prompted.
- Step 2** Select **Sign-in**.
- 

## Connect to a VPN

You connect to your VPN in one of two ways:

- By entering credentials (username and password, or just a password)
- With a certificate

If you have a certificate installed on your phone, you do not need to do anything. Your phone automatically connects to the VPN.

### Procedure

---

- Step 1** When prompted, enter your VPN credentials.
- Step 2** Select **Sign-in**.
- 

## Set up a Phone for Use with VPN


### Before You Begin

To complete this procedure, you must have a valid TFTP server address. If you do not have this information, contact your administrator.

You cannot use the Wi-Fi client with the Cisco IP Phone 8865NR.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Admin settings**.
- Step 3** Select one of the following menu items:
- All phones connected to the Ethernet: **Ethernet setup**

- Cisco IP Phone 8861 and 8865 users that use Wi-Fi: **Wi-Fi client setup**

- Step 4** Select **IPv4 Setup**.
- Step 5** Navigate to **Alternate TFTP** and choose **On**.
- Step 6** Select **TFTP server 1**.
- Step 7** Enter your TFTP server address in the **TFTP server 1** field.
- Step 8** Press **Apply**.
- Step 9** Press **Continue**.
- Step 10** Press **Exit**.
- 

## Connect to Expressway

You can connect into your corporate network when you are working away from your office using Mobile and Remote Access Through Expressway. Because your phone does not have a TFTP address configured, the phone displays a Welcome screen to begin the sign-in process.

This allows you to connect into your corporate network using Mobile and Remote Access Through Expressway.

### Before You Begin

If you have been using your phone at the office or with a VPN, reset your service mode before you connect to Expressway.


If you need to connect to Mobile and Remote Access Through Expressway on-premise, restart your phone and press **Select** when prompted.

### Procedure

---

- Step 1** Enter your activation code or service domain on the **Welcome** screen.
- Step 2** Enter your username and password.
- Step 3** Press **Submit**.
- 

## Activate Your Phone Automatically with a QR Code

If your phone has a camera, you can scan a QR code to activate the phone. If you inadvertently press **Enter** manually, press **Back**  to return to the QR code screen.

### Before You Begin

You need the QR code from your welcome message.

If the code from your welcome message has expired, generate an activation code for your device with the Self Care portal or request an activation code from your administrator.

### Procedure

---

- Step 1** Make the QR code ready with one of these methods:
- Print the email with the QR code and hold the paper in front of the phone camera.
  - Display the QR code on your mobile device and hold the device in front of the phone camera.
  - Display the QR code on your computer and hold the phone in front of the computer screen.
- Step 2** Turn the ring around the camera clockwise to open the shutter.
- Step 3** Scan the QR code.  
When the scan succeeds, your phone registers with the server, and you're ready to make your first call.
- 

## Secure the Phone with a Cable Lock

You can secure your phone with a laptop cable lock up to 20 mm wide.

### Procedure

---

- Step 1** Take the looped end of the cable lock and wrap it around the object to which you want to secure your phone.
- Step 2** Pass the lock through the looped end of the cable.
- Step 3** Unlock the cable lock.
- Step 4** Press and hold the locking button to align the locking teeth.
- Step 5** Insert the cable lock into the lock slot of your phone and release the locking button.
- Step 6** Lock the cable lock.
- 

## Activate and Sign In to Your Phone

You may need to activate your phone or sign in to your phone. Activation happens once for your phone, and connects the phone to the call control system. Your administrator gives you your sign-in and activation credentials.

## Sign In to Your Phone

### Before You Begin

Get your user ID and PIN or password from your administrator.



### Procedure

---

- Step 1** Enter your user ID in the **User ID** field.
- Step 2** Enter your PIN or password in the **PIN** or **Password** field.
- Step 3** Press **Submit**.
- 

## Sign In to Your Extension from Another Phone


You can sign in to a different phone in your network and have it act the same as your phone with Cisco Extension Mobility. After you sign in, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings.

### Before You Begin

Get your user ID and PIN from your administrator.

### Procedure


---

- Step 1** Press **Applications** .
- Step 2** Select **Extension Mobility** (name can vary).
- Step 3** Enter your user ID and PIN.
- Step 4** If prompted, select a device profile.
- 

## Sign Out of Your Extension from Another Phone

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Extension Mobility**.
- Step 3** Press **Yes** to sign out.
- 

## Self Care Portal

You can customize some phone settings with the Self Care portal web site, which you access from your computer. Your administrator gives you the Self Care portal URL, your user ID, and password.

In the Self Care portal, you can control features, line settings, and phone services for your phone.

- Phone features include speed dial, do not disturb, and your personal address book.
- Line settings affect a specific phone line (directory number) on your phone. Line settings can include call forwarding, visual and audio message indicators, ring patterns, and other line-specific settings.
- Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must subscribe to a phone service using the Self Care portal before you access it on your phone.

If you have a Cisco IP Phone 8800 Key Expansion Module connected to your phone, you can also configure the expansion module buttons for speed dial and other phone services.

The following table describes some specific features that you configure using the Self Care portal. For more information, see the Self Care portal documentation for your call control system.

Features	Description
Call forward	You specify the number that will receive calls when call forward is enabled on the phone. You can use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.
Additional phones	<p>You specify additional phones (your mobile and other phones) that you want to use to make and receive calls with the same directory numbers as your desk phone. You can also define blocked and preferred contacts to restrict or allow calls from certain numbers to be sent to your mobile phone. When you set up additional phones, you can also set up the following features:</p> <ul style="list-style-type: none"><li>• Single number reach—You specify if the additional phone should ring when someone calls your desk phone.</li><li>• Mobile calls—If the additional phone is a mobile phone, you can set it up to allow you to transfer mobile calls to your desk phone or desk phone calls to your mobile phone.</li></ul>
Speed dial	You assign phone numbers to speed-dial numbers so that you can quickly call that person.

#### Related Topics

[Phone Calls with Mobile Connect, on page 54](#)

[Speed Dial, on page 27](#)

[Forward Calls, on page 39](#)

## Speed-Dial Numbers

When you dial a number on your phone, you enter a series of digits. When you set up a speed-dial number, the speed-dial number must contain all the digits you need to make the call. For example, if you need to dial 9 to get an outside line, you put the number 9 and then the number you want to dial.

You can also add other dialed digits to the number. Examples of additional digits include a meeting access code, an extension, a voicemail password, an authorization code, and a billing code.

The dial string can contain the following characters:

- 0 to 9
- pound (#)
- asterisk (\*)
- comma (,)—This is the pause character, and gives a 2- second delay in the dialing. You can have several commas in a row. For example, two commas (,,) represent a pause of 4 seconds.

The rules for dial strings are:

- Use the comma to separate the parts of the dial string.
- An authorization code must always precede a billing code in the speed-dial string.
- One comma is required between the authorization code and the billing code in the string.
- A speed-dial label is required for speed dials with authorization codes and additional digits.

Before you configure the speed dial, try to dial the digits manually at least once to ensure that the digit sequence is correct.

**Note**

Your phone does not save the authorization code, billing code, or extra digits from the speed dial in the call history. If you press **Redial** after connecting to a destination using speed dial, the phone prompts you to enter any required authorization code, billing code, or additional digits manually.

**Example**

To set up a speed-dial number to call a person at a specific extension, and if you need an authorization code and billing code, consider the following requirements:

- You need to dial 9 for an outside line.
- You want to call 5556543.
- You need to input the authorization code 1234.
- You need to input the billing code 9876.
- You must wait for 4 seconds.
- After the call is connected, you must dial the extension 56789#.

In this scenario, the speed dial number is 95556543,1234,9876,,56789#.

**Related Topics**

[Calls That Require a Billing Code or Authorization Code, on page 29](#)

## Buttons and Hardware



The Cisco IP Phone 8800 Series has two distinct hardware types:














- Cisco IP Phones 8811, 8841, 8851, 8851NR, and 8861—do not have a camera.
- Cisco IP Phones 8845, 8865, and 8865NR—have a built-in camera.

The following figure shows the Cisco IP Phone 8845.

**Figure 1: Cisco IP Phone 8845 Buttons and Hardware**



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Camera Cisco IP Phone 8845, 8865, and 8865NR only	Use the camera for video calls.
3	Programmable feature buttons and line buttons	 Access your phone lines, features, and call sessions. For more information, see the Softkey, Line, and Feature Buttons section in the "Cisco IP Phone Hardware" chapter.
4	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.

5	<b>Back</b> , Navigation cluster, and <b>Release</b>	<b>Back</b>  Return to the previous screen or menu.  Navigation cluster  Navigation ring and <b>Select</b> button—Scroll through menus, highlight items and select the highlighted item.  <b>Release</b>  End a connected call or session.
6	<b>Hold/Resume</b> , <b>Conference</b> , and <b>Transfer</b>	<b>Hold/Resume</b>  Place an active call on hold and resume the held call.  <b>Conference</b>  Create a conference call.  <b>Transfer</b>  Transfer a call.
7	<b>Speakerphone</b> , <b>Mute</b> , and <b>Headset</b>	<b>Speakerphone</b>  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.  <b>Mute</b>  Toggle the microphone on or off. When the microphone is muted, the button is lit.  <b>Headset</b>  Toggle the headset on or off. When the headset is on, the button is lit.
8	<b>Contacts</b> , <b>Applications</b> , and <b>Messages</b>	<b>Contacts</b>  Access personal and corporate directories.  <b>Applications</b>  Access call history, user preferences, phone settings, and phone model information.  <b>Messages</b>  Autodial your voice messaging system.
9	<b>Volume</b> button	 Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

## Navigation

You use the outer ring of the Navigation cluster to scroll through menus. You use the inner **Select** button of the Navigation cluster to select menu items.









If a menu item has an index number, you can enter the index number with the keypad to select the item.

## Softkey, Line, and Feature Buttons

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:

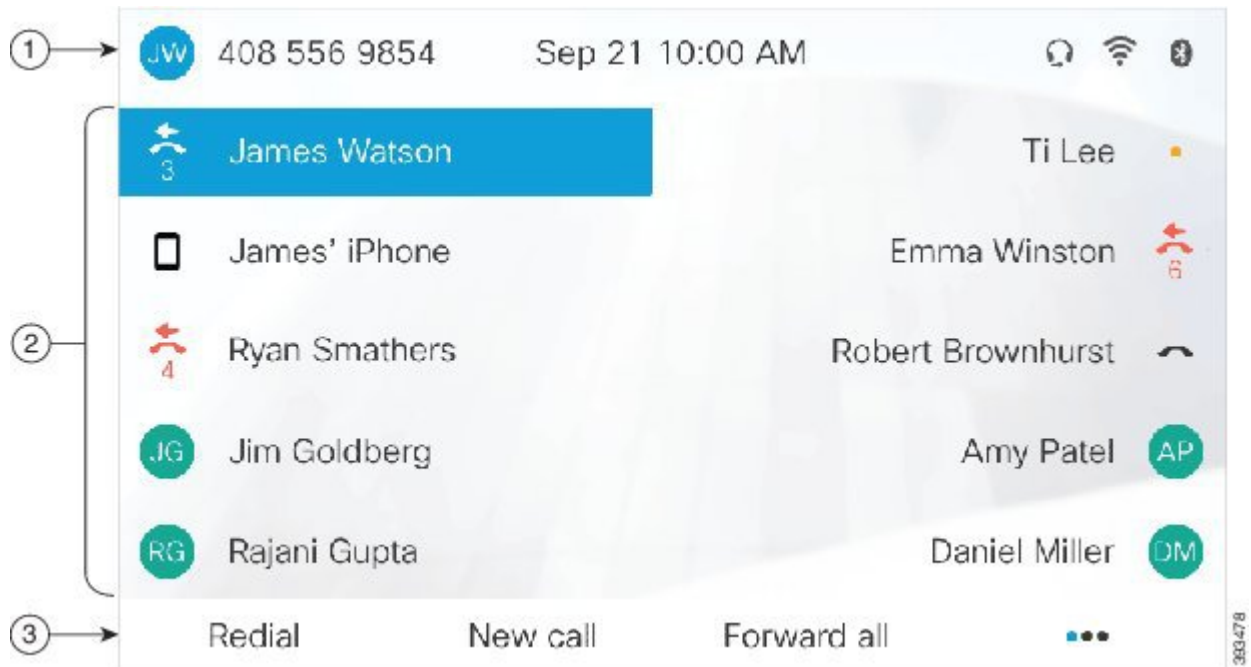
-  Green, steady—Active call or two-way intercom call
-  Green, flashing—Held call
-  Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group
-  Amber, flashing—Incoming call or reverting call
-  Red, steady—Remote line in use (shared line or Line Status)
-  Red, flashing—Remote line on hold

Your administrator can set up some functions as softkeys or as feature buttons. You can also access some functions with softkeys or the associated hard 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.

**Figure 2: Cisco IP Phone 8800 Screen**



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.

## Clean the Phone Screen

### Procedure

If your phone screen gets dirty, wipe it with a soft, dry cloth.

**Caution** Do not use any liquids or powders on the phone because they can contaminate the phone components and cause failures.

## Badged Icons

If you have missed calls, the missed call icon, and a counter showing the number of missed calls, display on your phone desktop. If you receive a voicemail, the missed call icon changes to the voicemail icon and voicemail counter until you listen to your messages.

In addition, if you have more than one call on a line, either the held icon or the off hook icon change to show the number of calls.

## Differences Between Phone Calls and Lines

We use the terms *lines* and *calls* in very specific ways to explain how to use your phone.

- **Lines**—Each line corresponds to a directory number or intercom number that others can use to call you. To see how many lines you have, look at your phone screen. You have as many lines as you have directory numbers and phone line icons. Depending upon how your phone is configured, you could have up to 16 lines.
- **Calls**—Each line can support multiple calls. By default, your phone supports four connected calls per line, but your administrator can adjust this number according to your needs.

Only one call can be active at any time; other calls are automatically placed on hold.

Here is an example: If you have two lines and each line supports four calls, then you could have up to eight connected calls at one time. Only one of those calls is active and the other seven are held calls.

## USB Ports

Your phone may have one or more USB ports. Each USB port supports a maximum of five USB devices. Each device connected to the port is included in the maximum device count, including any Key Expansion Modules.

For example, your phone can support five USB devices on the side port and five additional standard USB devices on the back port. Many third-party USB products contain more than one USB device, and thus count as more than one device.

**Note**

If you use a USB hub and remove the USB cable from the phone during an active call, your phone might restart.

### Related Topics

[The Cisco IP Phone 8800 Series, on page 1](#)

## Mobile Device Charging

You can use the USB ports on your phone to charge your mobile device if the device has a USB connection. The following ports support USB charging:



- Side port—Provides standard device charging.
- Back port (Cisco IP Phone 8861, 8865, and 8865NR only)—Provides standard device charging as well as fast-charging.

Your phone continues to charge the mobile device while it is in power-saving mode but stops charging in Power Save Plus mode.

When you use your phone to charge your mobile device, the following conditions apply:

- A short delay may occur before charging begins.
- In some situations, your device will not display the charging icon. For example, the icon may not display when the device is fully charged.
- When more than one Cisco IP Phone 8800 Key Expansion Module is attached to your phone, the back USB port cannot fast-charge the device.

If you unplug your tablet and immediately plug in a USB headset to the phone, a 3-second delay occurs before the phone recognizes the USB headset.

#### Related Topics

[Energy Savings, on page 19](#)

## Bluetooth and Your Phone

If your phone supports Bluetooth, use a Bluetooth headset and connect your mobile phone or tablet to the phone.

Bluetooth connections work best when you're within 3 to 6 feet (1 to 2 meters) from your phone, but you might be able to be as far away as 66 feet (20 meters). The Bluetooth connection can degrade if you have a barrier (wall, door, window), large metal object, or other electronic devices between your phone and the connected device.

To connect a mobile device or headset to your phone with Bluetooth, start by pairing the device with your phone. You can pair up to 50 mobile devices and Bluetooth headsets with the phone. After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

After the headset or mobile device is paired, the phone connects to the headset or mobile device when the headset or mobile device is turned on.

When you use a Bluetooth headset and mobile devices with your phone, keep these things in mind:

- The last Bluetooth headset or mobile device connected with the phone is the default device that the phone uses.
- You can connect one mobile device (phone or tablet) and one Bluetooth headset at the same time.
- The phone can connect to only one paired mobile device at a time. If your mobile phone is connected and you turn on your tablet, the tablet connects to the phone and the mobile phone disconnects.
- When your Bluetooth headset and your mobile device are connected to the phone, you cannot use the Bluetooth headset to answer desk phone calls from the mobile device.

### Related Topics

[Bluetooth Headsets](#), on page 80

[Pair a Mobile Device with Your Desk Phone](#), on page 49

[The Cisco IP Phone 8800 Series](#), on page 1

## Phone Firmware and Upgrades

Your phone comes with firmware already installed, which is specific to the call control system that your phone uses.

Occasionally, your administrator upgrades the phone firmware for you. This upgrade happens when you are not using your phone because the phone resets to use the new firmware.

### Postpone a Phone Upgrade

When new firmware is available, the **Ready to upgrade** window displays on your phone and a timer begins a 15-second countdown. If you do nothing, the upgrade proceeds.

You can postpone your firmware upgrade for 1 hour and up to 11 times. The upgrade is also postponed if you make or receive a phone call.


#### Procedure

Select **Delay** to postpone a phone upgrade.

### View the Progress of a Phone Firmware Upgrade

During a phone firmware upgrade, you can view the upgrade progress.

#### Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Phone information** > **Show detail**.
  - Step 3** Press **Exit** to return to the Applications screen.
- 

## Energy Savings

Your administrator can reduce the amount of power your phone screen uses when you're not using your phone.

Your administrator can set up these energy-saving levels on your phone:

- **Power Save**—The backlight or screen turns off when the phone is inactive for a set interval.

- Power Save Plus—Your phone screen turns on and off at times that are based on your work schedule. If your work hours or work days change, you can contact your administrator to reconfigure your phone.

For example, your administrator can set your phone to alert you 10 minutes before it turns off. You see the **Select** button light up and you get a message that your phone is turning off soon. You get notifications at these intervals:

- Four rings at 10 minutes before power off
- Four rings at 7 minutes before power off
- Four rings at 4 minutes before power off
- 15 rings at 30 seconds before power off

If your phone is active, it waits until it has been inactive for a set interval before it notifies you of the pending power shutdown.

## Turn On Your Phone

When your phone turns off to save energy, the phone screen is blank and the **Select** button lights up.

### Procedure

Press **Select** to turn your phone back on.

## Phone Line Modes

Your phone can be set up in one of these modes:

- Normal line mode—In this mode, the buttons to the left and right of the screen have different functions. Usually, the left buttons are the line buttons and the right buttons are the feature buttons. The line and feature buttons are reversed for locales that read from right to left. This mode is also known as session line mode.
- Enhanced line mode—In this mode, the buttons on the left and right of the screen can be set up as line buttons. This mode increases the number of phone lines that you can see and use. You see an alert for an incoming call.

## Normal Line Mode

When your phone is set up for normal (Session) line mode, you interact with the phone in these ways:

- Use the New call window to place a call.
- Select **Answer** to answer a call, unless your phone is set up for an Incoming Call alert. If your phone is set up for an Incoming Call alert, select **Answer**, **Decline**, or **Ignore**.
- Five line keys are available. If your phone is connected to your mobile device or tablet with Bluetooth, only four line keys are available.

## Enhanced Line Mode

When your phone is set up for Enhanced Line mode, you interact with the phone in these ways:

- Select a phone line and enter the phone number to make calls. The Recents list displays phone numbers similar to the number being dialed.
- Select **Answer**, **Decline**, or **Ignore** to answer calls.
- Ten line keys are available.

You can see your missed calls by selecting a line key to view the missed calls for that line in the call window. The missed call counter clears when you return to the idle screen.

## Additional Help and Information

If you have questions about the functions available on your phone, you should contact your administrator.

The Cisco web site (<http://www.cisco.com>) contains more information about the phones and call control systems.

- For quick start guides and end-user guides in English, follow this link:  
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>
- For guides in languages other than English, follow this link:  
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-translated-end-user-guides-list.html>
- For licensing information, follow this link:  
<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-licensing-information-listing.html>

## Accessibility Features

Cisco IP Phones provide accessibility features for the vision impaired, the blind, and the hearing and mobility impaired.

For detailed information about the accessibility features on these phones, see <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-technical-reference-list.html>.

You can also find more information about accessibility at this Cisco website:

<http://www.cisco.com/web/about/responsibility/accessibility/index.html>

## Troubleshooting

Sometimes you can have problems with call quality or problems such as calls that unexpectedly drop or features that suddenly do not work as expected. These issues may be related to the following scenarios:

- Your phone cannot communicate with the call control system.
- The call control system has communication or internal problems.
- Your phone has internal problems.


If you experience problems, your administrator can assist in troubleshooting the root cause of the problem.

## Find Information About Your Phone

Your administrator may ask for information about your phone. This information uniquely identifies the phone for troubleshooting purposes.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Phone information**.
- Step 3** (Optional) Press **Show detail** to view the active load information.
- Step 4** Press **Exit** to return to the Applications screen.
- 

## Report Call Quality Issues

Your administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.

### Procedure


---

- Step 1** Press **Report quality**.
- Step 2** Scroll and select the item that closely matches your problem.
- Step 3** Press the **Select** softkey.  
The information is sent to your system administrator.
- 

## Report All Phone Issues

You can use the Cisco Collaboration Problem Report Tool (PRT) to collect and send phone logs, and to report problems to your administrator. If you see a message that the PRT upload has failed, the problem report is saved on the phone and you should alert your administrator.

## Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Phone information** > **Report problem**.
  - Step 3** Enter the date that you experienced the problem in the **Date of problem** field. The current date appears in this field by default.
  - Step 4** Enter the time that you experienced the problem in the **Time of problem** field. The current time appears in this field by default.
  - Step 5** Select **Problem description**.
  - Step 6** Select a description from the displayed list.
  - Step 7** Press **Submit**.
- 

## Lost Phone Connectivity

Sometimes, your phone can lose its connection to the call control system. When this connection is lost, your phone displays a message to let you know that this happened.

If you are on an active call when the connection is lost, the call continues. However, you do not have access to all the normal phone functions because some functions require information from the call control system. Your softkeys might not work as you expect.

When the phone reconnects to the call control system, you'll be able to use your phone normally again.

## Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at the following URL: <http://www.cisco.com/go/hwwarranty>.





## Calls

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- [Make Calls, page 25](#)
- [Answer Calls, page 29](#)
- [Video Calls, page 34](#)
- [Mute Your Call, page 36](#)
- [Hold Calls, page 36](#)
- [Forward Calls, page 39](#)
- [Transfer a Call to Another Person, page 39](#)
- [Conference Calls and Meetings, page 40](#)
- [Intercom Calls, page 42](#)
- [Supervise and Record Calls, page 43](#)
- [Prioritized Calls, page 43](#)
- [Multiple Lines, page 45](#)
- [Mobile Devices and Your Desk Phone, page 49](#)

## Make Calls

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

### Make a Call

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** .

---

### Related Topics

[Headsets, on page 78](#)

## Make a Call with a 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** .

---

## Make a Call with a Phone or Video Address

Sometimes, instead of just having someone's phone number, you might also have a phone or video address that you can use to place the call instead.

This address might look like an email address, such as username1@example.com, or it might contain numbers like username2@209.165.200.224.

If you and the person you're calling have video phones, you'll be able to see each other.

### Procedure

---

**Step 1** Press **New call**.

**Step 2** Press **ABC** and you'll be able to enter text using the keypad.

**Step 3** Press a number on the keypad to see the available options, and then press the number again to move through the choices.

For example, press the number **1** three times to enter the **@** symbol.

**Step 4** Press **Call**.

## Redial a Number

You can call the most recently dialed phone number.

### Procedure

**Step 1** (Optional) Select a line.**Step 2** Press **Redial**.

## Speed Dial

You can assign buttons or codes to quickly dial the numbers of people you call often. Before you can use speed-dial features on your phone, set up speed dial in the Self Care portal.

Depending on your setup, your phone can support these features:

- Speed-dial buttons—Dial a phone number from one or more line buttons set up for speed dialing.
- Speed-dial codes—Dial a phone number from a code (sometimes referred to as abbreviated dialing).

### Related Topics

[Self Care Portal](#), on page 10

[Speed-Dial Numbers](#), on page 11


## Make a Call with a Speed-Dial Button

You can see only as many speed-dial numbers as you have speed-dial buttons. For example, you add 15 speed-dial numbers in the Self Care portal but your phone has five speed-dial buttons. You can see only the first five speed-dial numbers from the list of speed-dial numbers in your Self Care portal.

### Before You Begin

Set up speed-dial codes in the Self Care portal.

### Procedure

Press a speed-dial button .

### Related Topics

[Self Care Portal](#), on page 10

## Make a Call With a Speed-Dial Code

### Before You Begin

Set up speed-dial codes on the Self Care portal.

### Procedure

Enter the speed-dial code and press **Speed Dial**.

### Related Topics

[Self Care Portal](#), on page 10

## Make a Call With a Fast-Dial Button

### Before You Begin

You need to set up the fast-dial codes in your personal directory.

### Procedure

- 
- Step 1** Press **Fast Dial**.
  - Step 2** Sign in to Personal Directory.
  - Step 3** Select **Personal Fast Dials**.
  - Step 4** Select a fast-dial code and then press the **Dial** softkey.
- 

### Related Topics

[Assign a Fast-Dial Code to a Contact](#), on page 59

## Dial an International Number

You can dial international calls when you prefix the phone number with a plus (+) sign.

### Procedure

- 
- Step 1** Press and hold **star (\*)** for at least 1 second.  
The plus (+) sign is displayed as the first digit in the phone number.
  - Step 2** Dial the number.  
Ten seconds after the last key press, the phone dials the number.
-

## Get Notified when a Contact is Available

If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone when they are available.

### Procedure

- 
- Step 1** Press **Callback** while you are listening to the busy tone or ring sound.
  - Step 2** Press **Exit** to exit the confirmation screen.
  - Step 3** When you hear the ringtone that the person is available, press **Dial** to place the call again.
- 

## Calls That Require a Billing Code or Authorization Code

Your administrator may require that you enter a billing code or authorization code (or both codes) after you dial a phone number. The billing code, called a Client Matter Code, is used for accounting or billing purposes. The authorization code, called a Forced Authorization Code, controls access to certain phone numbers.

When a billing code is required, the phone displays `Enter Client Matter Code`, the dialed number changes to `*****`, and you hear a special tone.

When an authorization code is required, the phone displays `Enter Authorization Code`, the dialed number changes to `*****`, and you hear a special tone. For security reasons, the phone displays a `*` instead of the number entered.

When both a billing code and an authorization code are required, you are prompted for the authorization code first. Then you are prompted for the billing code.

### Related Topics

[Speed-Dial Numbers, on page 11](#)

## Secure Calls

Your administrator can take steps to protect your calls from tampering by people outside your company. When you see a lock icon displayed on your phone during a call, your phone call is secure. Depending upon how your phone is configured, you may have to sign in before you call somebody or hear a security tone played over your handset.

## Answer 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're 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 an active or ringing call to your voicemail system or to a preset phone number.

### 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**.

## Ignore a Call

If you do not want to be disturbed, you can ignore an incoming call. The call goes to voicemail.

### Procedure

Ignore a call by performing one of the following actions:

- Select **Ignore**.
- Press **Volume** down once to silence the incoming (ringing) call, and then let the incoming call go to your voicemail or to a preset phone number.

## 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.
- 

## Answer a Coworker's Phone (Call Pickup)

If you share call handling tasks with your coworkers, you can answer a call that is ringing on a coworker's phone. First, your administrator has to assign you to at least one call group.

### Answer a Call Within Your Group (Pickup)

You can answer a call that rings on another phone within your call pickup group. If multiple calls are available for pickup, you'll answer the call that has been ringing for the longest time.

### Procedure

---

- Step 1** (Optional) Press the line button.
  - Step 2** Press **PickUp** to transfer an incoming call within your pickup group to your phone.
  - Step 3** Press **Answer** to connect to the call when the call rings.
- 

### Answer a Call from Another Group (Group Pickup)

Group Pickup allows you to answer a call on a phone that is outside your call pickup group. You can use the group pickup number to pick up the call, or you can use the number of the phone line that is ringing.

### Procedure

---

- Step 1** (Optional) Press the line button.
- Step 2** Press **Group Pickup**.
- Step 3** Do one of the following actions:
- Enter the number of the phone line with the call that you want to pick up.  
For example, if the call is ringing on line 12345, enter 12345.
  - Enter the group pickup number.
- Step 4** Press **Answer** to connect to the call when the call rings.
- 

## Answer a Call From an Associated Group (Other Pickup)

### Procedure

---

- Step 1** (Optional) Press the line button.
- Step 2** Press **PickUp** to answer a call in your pickup group or in a group that is associated with your phone.
- Step 3** If the call rings, press **Answer** to connect to the call when the call rings.
- 

## Answer a Call Within Your Hunt Group

Hunt groups, also known as line groups, allow organizations that receive many incoming calls to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls. You sign out of the group when you want to prevent calls from ringing on your phone.

### Before You Begin

You must be signed into the hunt group to receive hunt group calls.

### Procedure

When a hunt group call rings on your phone, answer the call.

## Sign In and Out of a Hunt Group

Sign out of your hunt group to stop receiving calls from it. You continue receiving calls placed directly to you.

### Procedure

---

- Step 1** Press **Hunt Group** to sign in.
- Step 2** Press **Hunt Group** again to sign out.
- 

## View the Call Queue in a Hunt Group

You can use the queue statistics to check the status of the hunt group queue. The queue status display provides the following information:

- The phone number used by the hunt group
- Number of queued callers on each hunt group queue
- Longest waiting time

### Procedure

---

- Step 1** Press **Queue Status**.
- Step 2** Press **Update** to refresh the statistics.
- Step 3** Press **Exit**.
- 

## Answer Calls Automatically


If your phone is set up to answer calls automatically, you don't do anything when your phone rings. After one ring, you're automatically connected to the call using the speakerphone.

If you prefer to use your headset to answer the call, set up your headset first.

If you automatically answer calls on your speakerphone and you change the call to the headset, your next incoming call automatically answers on the headset. If you automatically answer calls on your headset and you change the call to the speakerphone, your next incoming call automatically rings on the speakerphone. Automatic answer ensures that the call is answered; it does not change the location you used for the previous call.

### Procedure

---

- Step 1** Connect your headset to your phone.
- Step 2** Make sure that the **Headset** button  lights up.
- Step 3** When your phone automatically answers the incoming call, talk to the caller using your headset. If you don't want to use your headset anymore, press the **Headset** button to turn it off, and use the handset or speakerphone instead.



---

**Related Topics**

[Headsets](#), on page 78

## Trace a Suspicious Call

If you receive unwanted or harassing calls, use malicious call identification (MCID) to alert your administrator. Your phone sends a silent notification message to your administrator with information about the call.

**Procedure**

Press **Report caller**.

## Video Calls

Cisco IP Phones 8845, 8865, and 8865NR support video calls with a built-in video camera.

You can make an audio call into a video call by opening your camera shutter.

**Related Topics**

[Video Settings](#), on page 74

## Make a Video Call

Cisco IP Phones 8845, 8865, and 8865NR support video calls as long as the person you're calling also has a video phone. The ring on the outside of the camera controls the shutter.

**Procedure**

- 
- Step 1** Turn the ring around the camera clockwise to open the shutter.
  - Step 2** (Optional) Press **Self-view** and move the camera up and down to improve the perspective.
  - Step 3** Make your call.
- 

## Stop Your Video

When you are on a video call, you can stop the camera from sending video. The ring on the outside of the camera controls the shutter. When you close the shutter, the person you're talking to won't see you anymore, but they'll still be able to hear you.

If you close the shutter, you will continue receiving video from the other party on the call.

If both people on a call close their camera shutters, the call becomes an audio call.

### Procedure

- 
- Step 1** Turn the shutter ring counterclockwise to close the camera shutter and stop sharing your video.
  - Step 2** Turn the shutter ring clockwise to open the video camera shutter and share your video again.
- 

## Toggle Between Phone and Video Display

If you need to see your phone's desktop while you're on a video call, you can easily switch between the video and the desktop. When you hide the video, it blurs and moves to the background.

### Procedure

- 
- Step 1** Press **Hide video** to hide the video.
  - Step 2** Press **Show video** to show the video.
- 

## Adjust the Picture-In-Picture Position

When you are on a video call, you can view your incoming and your outgoing video at the same time, which is known as Picture-in-Picture (PiP). Typically, the incoming video displays on the full screen and a small inset screen shows the video from your camera.

When PiP is on, you can move the inset picture to a different quadrant of the screen. You can also change the view so that your camera video displays on the full screen and the inset displays the incoming video.

### Procedure

- 
- Step 1** Press **PiP** to turn on PiP.
  - Step 2** Press **PiP** again to move the PiP window counter-clockwise around your phone screen. When the window returns to the default lower right position, PiP automatically turns off.
  - Step 3** (Optional) Press **Swap** to toggle between the full-screen view and the PiP view.
- 

## Video Calls and Security

Your administrator can take steps to protect your video calls from tampering by people outside your company. If you see the **Secure** icon displayed during a video call, your administrator has taken steps to ensure your privacy.

**Related Topics**

[Secure Calls](#), on page 29

## Mute Your Call

While you are on a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

If you have a video phone, when you mute your audio, your camera continues to transmit video.

**Procedure**



- 
- Step 1** Press **Mute** .
- Step 2** Press **Mute** again to turn mute off.
- 

## Hold Calls

### Put a Call on Hold

You can put an active call on hold and then resume the call when you're ready. When you place a video call on hold, video transmission is blocked until you resume the call.

**Procedure**

- 
- Step 1** Press **Hold** .
- Step 2** Press **Hold** .
- Step 3** To resume a call from hold, press **Hold** again.
- 

### Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues:

- Single ring, repeating at intervals
- Flashing amber line button
- Flashing message indicator on the handset
- Visual notification on the phone screen

### Procedure

Press the flashing amber line button or **Answer** to resume the held call.

## Swap Between Active and Held Calls

You can easily switch between active and held calls.

### Procedure

Press **Swap** to switch to the held call.

## 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.

If the call remains parked for too long, you receive an alert tone. You can answer the call or retrieve it from another phone. If you do not answer the call within a certain length of time, it is routed to another destination (such as voicemail), 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.

## Place a Call on Hold with Assisted Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using assisted directed call park, you use a button to park an active call. Your administrator sets up the button as a speed-dial line. With this type of directed call, you can use line status indicators to monitor the status of the line (in-use or idle).

### Procedure

Press **BLF Directed Call Park** on a line that displays an idle line status indicator for an assisted directed call park.

## Retrieve a Call on Hold with Assisted Directed Call Park


### Procedure

Press **BLF Directed Call Park**.

## Place a Call on Hold with Manual Directed Call Park

You can park and retrieve an active call using a dedicated call park number. Using manual directed call park, you transfer an active call to a directed call park number, which your administrator sets up.

### Procedure

- 
- Step 1** Press **Transfer** .
- Step 2** Enter the directed call park number.
- Step 3** Press **Transfer** again to park the call.
- 

## Retrieve a Call on Hold with Manual Directed Call Park

You can pick up a call that was parked to a dedicated call park number.

### Before You Begin

You need the directed call park number and the park retrieval prefix.

### Procedure

---

**Step 1** Dial the park retrieval prefix.

**Step 2** Dial the directed call number.


---

## 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

---

**Step 1** When the line to be forwarded is inactive, press **Forward all**.

**Step 2** Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.

---

### Related Topics

[Self Care Portal](#), on page 10


## Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This gives you an opportunity to talk privately with the other person before removing yourself from the call. If you don't want to talk, then transfer the call without waiting for the other person to answer.

You can also swap between both callers to consult with them individually before removing yourself from the call.

### Procedure

---

- Step 1** From a call that is not on hold, press **Transfer** .
- Step 2** Enter the other person's phone number.
- Step 3** (Optional) Wait until you hear ringing or until the other person answers the call.
- Step 4** Press **Transfer** again.
- 

## 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 created a conference, you can view the details of the last 16 participants who joined 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.
- 

## Scheduled Conference Calls (Meet Me)

You can host or join a conference call at a scheduled time.

The conference call does not start until the host dials in and ends when all participants hang up. The conference does not automatically end when the host hangs up.

### Host a Meet Me Conference

#### Before You Begin

Get a meet me phone number from your administrator, and distribute the number to the conference participants.

#### Procedure

---

- Step 1** Lift the handset to get a dial tone and press **Meet Me**.
- Step 2** Dial the meet me phone number.
- 

### Join a Meet Me Conference

You cannot join a meet me conference until the conference hosts dials in. If you hear a busy tone, the host has not dialed into the conference. Hang up and try your call again.

#### Procedure

Dial the meet me phone number that the conference host provides.



# Intercom Calls

You can place and receive one-way calls using an intercom line.

When you place an intercom call, the recipient's phone answers the call automatically with mute activated (whisper mode). Your message is broadcast through the recipient's speakerphone, headset, or handset, if one of these devices is active.

After receiving the intercom call, the recipient can start two-way audio (connected mode) to allow for further conversation.

## Make an Intercom Call

When you place an intercom call, your phone enters whisper mode until the recipient accepts the intercom call. In whisper mode, the other person can hear you, but you can't hear them. If you are on an active call, that call is placed on hold.

### Procedure

- 
- Step 1** Press **Intercom**.
  - Step 2** (Optional) Enter the intercom code.
  - Step 3** Listen for the intercom alert tone, and then begin speaking.
  - Step 4** Press **Intercom** to end the call.
- 

## Answer an Intercom Call

You can answer an intercom call to talk to the other person.

### Before You Begin

You receive a message on your phone screen, and an audible alert. Your phone answers the intercom call in whisper mode.

### Procedure

- 
- Step 1** Press **Intercom** to switch to connected mode. In connected mode, you can speak to the intercom caller.
  - Step 2** Press **Intercom** to end the call.
-

## Supervise and Record Calls

You can supervise and record a call. But you must have a minimum of three people on a line: the person calling, the chaperone, and the person called.

The chaperone answers a call, creates a conference call, and monitors and records the conversation.


The chaperone performs the following tasks:

- Record the call.
- Conference in the first participant only; Other participants add people as needed.
- End the call.

The conference ends when the chaperone hangs up the call.

## Set up a Supervised Call

### Procedure

- 
- Step 1** Answer an incoming call.  
**Record** displays if the system determines that the call must be chaperoned and recorded.
- Step 2** Press **Conference**  to create a conference call.
- Step 3** Enter the phone number for the supervisor and press **Call**.
- Step 4** Press **Conference** when the supervisor answers.
- Step 5** Press **End Call** to end the call.
- 

## 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.

## Prioritized Calls

In your job, you might need to handle urgent or critical situations with your phone. You can identify calls as being very important, and thus have a higher priority than normal calls. The priorities range from level 1 (low) to level 5 (high). This system of priorities is called multilevel precedence and preemption (MLPP).

Your administrator sets up the priorities that you can use and determines if you need special sign-in information.






When a high-priority call rings on your phone, you see the priority level on the phone screen and the call is at the top of the call list. If you are on a call when a high-priority call comes to your phone, the high-priority call preempts the current call and you hear a special preemption ringtone. You should hang up from your current call to answer the high-priority call.

If you have turned on do not disturb (DND), a priority call will still ring your phone with a special ringtone.

When you are on a high-priority call, the priority of the call does not change when you:

- Put the call on hold
- Transfer the call
- Add the call to a three-way conference
- Answer the call using call pickup

**Table 6: Multilevel Precedence and Preemption Priority Levels**

MLPP icon	Priority Level
	Level 1—Priority call
	Level 2—Medium priority (Immediate) call
	Level 3—High priority (Flash) call
	Level 4—Flash Override
	Level 5—Executive Override

## Make a Priority Call

To make a priority call, you might need to sign in with your special credentials. You have three chances to enter these credentials, and you're notified if you've entered them incorrectly.

### Procedure

- 
- Step 1** Pick up the handset.
  - Step 2** Press **PrecLevel**.
  - Step 3** Select a priority level for the call.
  - Step 4** (Optional) Enter your credentials on the authorization screen.
  - Step 5** Enter the destination number.

You see the precedence level icon on the phone screen and you hear the precedence ringback tone.

---

## Answer a Priority Call

If you hear a special ring that's faster than usual, you are receiving a priority call.


### Procedure

Press the flashing amber session button when you hear the special ringtone for a precedence call.

## Answer a Priority Call While on Another Call

If you hear a continuous tone that interrupts your call, you or your coworker are receiving a priority call. Hang up immediately and let the higher priority call go to the intended person.

### Procedure

Press **Release**  or hang up the handset.

Your call ends, and the higher priority call rings on the appropriate phone.

## Multiple Lines

If you share phone numbers with other people, you could have multiple lines on your phone. When you have multiple lines, you have more calling features available to you.

## Answer the Oldest Call First

You can answer the oldest call available on all your phone lines, including Hold Reversion and Park Reversion calls that are in an alerting state. Incoming calls always have priority over Held or Park Reversion calls.

When working with multiple lines, you typically press the line button for the incoming call you want to answer. If you just want to answer the oldest call regardless of line, press **Answer**.

## View All Calls on the Phone

You can view a list of all your active calls — from all your phone lines — sorted in chronological order, oldest to newest.

The list of all calls is useful if you have multiple lines or if you share lines with other users. The list displays all your calls together.

You can also display your active calls on your primary line, which is useful if you want all your calls displayed on a single screen.

### Procedure

Press **All Calls** or the session button for your primary line.

## View Important Calls

You can view a list of all Alert Calls in chronological order (oldest to most recent). An Alert Call is a phone number that you consider important. You want to be alerted when you receive a call from or make a call to this number.

### Procedure

Press **Alert call**.


## Display Call Notifications on Select Lines with Line Filters

You can configure your phone so you are alerted when somebody calls a high priority phone number or line. For example, a senior executive's phone line or a customer help line. This tool is useful if you work with multiple phone lines and a high number of calls.

Depending upon how your administrator has configured your phone, you may be able to use a line filter during specific times of the day also.


## Create a Line Filter

### Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Settings > Call notifications > Add new filter**.  
The maximum number of custom filters is 20. If you have already created the maximum number of custom filters, delete a filter before continuing with this procedure.
  - Step 3** Press **Select** to make the text editable.
  - Step 4** Accept the default name for the new filter, or enter a new one.
  - Step 5** Select the lines to add to the new filter.  
All available lines are displayed in the list. If you require a line that is not in the list, contact your administrator.
  - Step 6** Click **Apply**.
  - Step 7** To view the filter, press **Back**.
-

## Use a Line Filter

### Procedure

- 
- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Call notifications**.
- Step 3** Highlight the filter to apply and press **Select**.
- 

## Change a Line Filter

You can change the line filters that you control. Your administrator controls the All Calls filter and the Daily schedule filter.

### Procedure

- 
- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Call notification**.
- Step 3** Highlight a filter and Press **Edit** to change an existing filter.
- 

## Shared Lines

You can share a single phone number with one or more of your coworkers. For example, as an administrative assistant, you might be responsible for screening calls for the person that you support.

When you share a phone number, you can use that phone line just like you would any other line, but you should be aware of these special characteristics about shared lines:

- The shared phone number appears on all phones that share the number.
- If your coworker answers the call, the shared line button and the session button are solid red on your phone.
- If you put a call on hold, your line button is solid green and the session button pulses green. But your coworker's line button is solid red and the session button pulses red.

## Add Yourself to a Call on a Shared Line

You or your coworker can join a call on the shared line. Your administrator needs to enable the feature on your phone.

If you try to add yourself to a call on a shared line and see a message that you cannot be added, try again.

If a user with whom you share a line has privacy turned on, you can't see their line settings and you can't add yourself to their call.

### Procedure

---


- Step 1** Press the line button for the shared line or select the line and press **Barge**.  
**Note** You need to press **Calls** to add yourself to a call on a shared line.
- Step 2** (Optional) If you see a confirmation message, press **Yes** to add yourself to the call.
- 

## Get Notified Before You Join a Call on a Shared Line

You can set up your phone to alert you when you barge into a call. By default, the alert prompt is turned Off.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Barge Alert**.
- Step 3** Click **On** to enable the alert.
- 

## Enable Privacy on a Shared Line

Privacy prevents others who share your line from seeing information about your calls.

Privacy applies to all shared lines on your phone. If you have multiple shared lines and privacy is enabled, others cannot view any of your shared lines.

If the phone that shares your line has privacy enabled, you can make and receive calls using the shared line as usual.

Visual confirmation displays on your phone screen for as long as the feature is enabled.

### Procedure

---

- Step 1** Press **Privacy** to enable the feature.
- Step 2** Press **Privacy** again to turn off the feature.
-

# Mobile Devices and Your Desk Phone

If you have a mobile device (phone or a tablet), you can connect the mobile device to your desk phone. This connection allows you to make and answer phone calls on either the mobile device or the desk phone.

Do not pair two or more Cisco IP Phone 8800 Series desk phones.

## Phone Calls with Intelligent Proximity

When you use Bluetooth, you can pair your mobile device (phone or tablet) to your desk phone. After you pair and connect the mobile device, your phone displays an additional phone line, which is your mobile line (your mobile phone number). You can place and receive calls on this mobile line from your desk phone. This ability to use the mobile line on your desk phone is called Intelligent Proximity.

### Pair a Mobile Device with Your Desk Phone

After you pair your mobile device to your desk phone, the phone connects to the mobile device when the device is in range. It disconnects from the mobile device when the device is out of range.


If you have both a Bluetooth headset and a mobile device connected, you cannot use the Bluetooth headset to answer the audio from the mobile device.

After the mobile device and phone are connected, you can save your mobile contacts and call history on your desk phone.

#### Before You Begin

Make sure that your mobile device has Bluetooth turned on and that it is discoverable. Check the documentation included with your mobile device if you need help.

#### Procedure

- 
- Step 1** On your desk phone, press **Applications** .
  - Step 2** Select **Bluetooth > Add Bluetooth device**.
  - Step 3** Select the mobile device from the available devices list to pair.
  - Step 4** Verify the passkey on the mobile device.
  - Step 5** Verify the passkey on the desk phone.
  - Step 6** (Optional) Choose to make your mobile device contacts and call history available on your desk phone.
- 

#### Related Topics

[Bluetooth and Your Phone](#), on page 18

[The Cisco IP Phone 8800 Series](#), on page 1




## Switch Connected Mobile Devices

If you have more than one paired mobile device in range of your Cisco IP Phone, you can choose which mobile device to connect.

### Procedure

---


- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select a mobile device from the available devices list.
- 

## Delete a Mobile Device

You can delete a mobile device, so that it does not automatically connect using Bluetooth.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**. Press **Delete**.
- Step 3** Select the mobile device in the available devices list.
- Step 4** Select **Delete**.
- 

## View Your Paired Bluetooth Devices

A paired mobile device displays in the list of paired devices. You'll see this device listed until you unpair it from the desk phone.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- 

## Intelligent Proximity for Mobile Phones

You can share your mobile contacts and call history with the desk phone, and move calls between your mobile phone and desk phone. You can also view signal strength and battery level of the mobile device on the desk phone.

## Handle an Incoming Mobile Call

### Before You Begin

Your mobile phone is paired to your desk phone.

### Procedure

When a call rings on your mobile phone, do one of these actions on your desk phone:

- Press **Answer** to answer the call.
- Press **Decline** to decline the call and send it to your voicemail.
- Press **Ignore** to silence the ringer and decline the call.

## Make a Mobile Call

### Before You Begin

Your mobile phone is paired to your desk phone.

### Procedure

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Select a mobile line on your desk phone. |
| <b>Step 2</b> | Enter a phone number.                    |
| <b>Step 3</b> | Press <b>Call</b> .                      |
- 

## Move a Call Between the Desk Phone and a Mobile Device

You can use your desk phone to move an active call to or from your mobile device.

### Before You Begin

Your mobile phone is paired to your desk phone.

### Procedure

Press **Move audio** to move a call from your desk phone to your mobile device or in the opposite direction.

## Adjust the Mobile Device Volume


Volume controls on your phone and mobile device are synchronized. Synchronization only occurs when there is an active call.

### Before You Begin

Your mobile phone is paired to your desk phone.

## Procedure

Perform one of these options:

- Press **Volume**  on your desk phone. Press the + to increase the volume or - to decrease the volume.
- Press the **Volume** button on your mobile device.


## View Your Mobile Contacts on Your Desk Phone

Use your desk phone to view the contacts list on your mobile phone. This is a convenient way to view a contact without accessing your mobile phone.

### Before You Begin

Before you can use your mobile device with your desk phone, use Bluetooth to pair the two phones. Select the option to share the mobile contacts.

## Procedure

- 
- Step 1** On the desk phone, press **Contacts** .
- Step 2** Select your mobile phone from the list.
- 


## Save Contacts from Your Mobile Device on Your Desk Phone

You can save the contact list from your mobile device to your desk phone. This mobile contact list remains on your desk phone, even if you disconnect or unpair your mobile device.

### Before You Begin

Your mobile phone is paired to your desk phone.

## Procedure

- 
- Step 1** Press **Contacts** .
- Step 2** Select your mobile phone.
- Step 3** Check **Save**.
- 

## Delete Contacts in Your Mobile Device Contact List


You can remove your mobile contacts list from your desk phone. The contacts list on your mobile phone remains intact.

### Before You Begin

Your mobile phone is paired to your desk phone.

### Procedure

---

- Step 1** Press **Contacts** .
  - Step 2** Select your mobile phone.
  - Step 3** Check **Delete**.
- 

## View Your Mobile Call History on Your Desk Phone

You can see the mobile phone call history on your desk phone.

### Before You Begin

Before you can see the mobile call history on your desk phone, use Bluetooth to pair the mobile phone with your desk phone. Select the option to share your mobile call history with your desk phone.

### Procedure

On the desk phone, press **New Call**.

## Intelligent Proximity for Tablets

If you have a tablet, you can use Bluetooth to pair the tablet to your desk phone. After pairing, audio from a phone app on the tablet can be played on the desk phone. You can't use as many calling features on your tablet as you can with a mobile phone.

The desk phone supports connections from Android and iOS tablets.

## Move the Audio from Your Tablet to Your Desk Phone

### Before You Begin

Your tablet is paired to your desk phone and you receive a call on the tablet.

### Procedure

---

- Step 1** On the tablet, set the audio path to use Bluetooth.
  - Step 2** Use the headset, handset, or speakerphone to listen to the audio on the phone.
-

## Move the Audio from Your Desk Phone to Your Tablet

### Before You Begin

Your tablet is paired to your desk phone and you are on a call on the tablet with the audio on the desk phone.

### Procedure

Do one of the following actions:

- Hang up the handset.
- Press **Release**.
- Answer another call on the desk phone.

## Phone Calls with Mobile Connect

You can use your mobile phone to handle calls that are associated with your desk phone number. This service is called Mobile Connect.

You associate your mobile phone with your desk phone in the Self Care portal, as an additional phone. You can control which calls are sent to your mobile phone.

When you enable additional phones:

- Your desk phone and your additional phones receive calls simultaneously.
- When you answer the call on your desk phone, the additional phones stop ringing, disconnect, and display a missed call message.
- When you answer the call on one additional phone, the other additional phones and desk phone stop ringing and disconnect. A missed call message shows on the other additional phones.
- You can answer the call on an additional phone and switch the call to a desk phone that shares the line. If you do so, the desk phones that share the same line display a `Remote In Use` message.

### Related Topics

[Self Care Portal](#), on page 10

## Enable Mobile Connect

### Procedure

- 
- Step 1** Press **Mobility** to display the current remote destination status (Enabled or Disabled).
- Step 2** Press **Select** to change the status.
-

## Move a Call from Your Desk Phone to Your Mobile Phone

You can move a call from your desk phone to your mobile phone. The call is still connected to the line on your desk phone, so you cannot use that line for other calls. The line remains in use until the call ends.

### Before You Begin

You need to enable Mobile Connect on your desk phone.

### Procedure

---

- Step 1** Press **Mobility**.
  - Step 2** Press **Select** to send a call to your mobile phone.
  - Step 3** Answer the active call on your mobile phone.
- 

## Move a Call from Your Mobile Phone to Your Desk Phone

You can move a call from your mobile phone to your desk phone. The call is still connected to your mobile phone.

### Before You Begin

You need to enable Mobile Connect on your desk phone.

### Procedure

---

- Step 1** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
  - Step 2** Press the line on your desk phone within 5 to 10 seconds to resume the call on your desk phone.
- 

## Transfer a Call from Your Mobile Phone to Your Desk Phone

You can transfer a call from your mobile phone to your desk phone.

### Before You Begin

You need to enable Mobile Connect on your desk phone.

Get the access code from your administrator.

## Procedure

---

- Step 1** On the mobile phone, enter the access code for the hand-off feature.
- Step 2** Hang up the call on your mobile phone to disconnect the mobile phone, but not the call.
- Step 3** Press **Answer** on your desk phone within 10 seconds and start talking on the desk phone.
-



## CHAPTER

# 3

## Contacts

---

- [Corporate Directory, page 57](#)
- [Personal Directory, page 57](#)
- [Cisco Web Dialer, page 62](#)


## Corporate Directory

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

### Dial a Contact in the Corporate Directory

#### Procedure

---

- Step 1** Press **Contacts** .
  - Step 2** Select **Corporate Directory**.
  - Step 3** Select a search criteria.
  - Step 4** Enter your search criteria and press **Submit**.
  - Step 5** Select the contact.
  - Step 6** Press **Call**.
- 

## Personal Directory

Use the personal directory to store the contact information for friends, family, or coworkers. You can add your own contacts to the personal directory and special speed dial codes to people who you often call.



You can set up your personal directory from your phone or from the Self Care portal. Use your phone to assign speed dial codes to the directory entries.

### Related Topics


[Self Care Portal](#), on page 10

## Sign in and Out of a Personal Directory

### Before You Begin


Before you can sign in to your personal directory, you need your user ID and PIN. Contact your administrator if you don't know this information.

### Procedure

- 
- Step 1** Press **Contacts** .
  - Step 2** Select **Personal directory**.
  - Step 3** Enter your user ID and PIN, and press **Submit**.
  - Step 4** To sign out, select **Log out**, press **Select**, and then press **OK**.
- 

## Add a New Contact to Your Personal Directory


### Procedure

- 
- Step 1** Press **Contacts** .
  - Step 2** Sign in to your personal directory.
  - Step 3** Select **Personal Address Book**.
  - Step 4** Press **Submit**.
  - Step 5** Press **New**.
  - Step 6** Enter first name, and a last name.
  - Step 7** (Optional) Enter a nickname.
  - Step 8** Press **Phones** and enter the phone number along with any required access codes.
  - Step 9** Press **Submit**.
-

## Search for a Contact in Your Personal Directory

### Procedure


---

- Step 1** Press **Contacts** .
  - Step 2** Sign in to your personal directory.
  - Step 3** Select **Personal Address Book**.
  - Step 4** Select a search criteria.
  - Step 5** Enter your search criteria and press **Submit**.
- 

## Call a Contact in Your Personal Directory

### Procedure

---


- Step 1** Press **Contacts** .
  - Step 2** Sign in to your personal directory.
  - Step 3** Select your **Personal directory** and search for an entry.
  - Step 4** Select the personal address book entry that you want to dial.
  - Step 5** Select the required fast-dial code and press **Call**.
- 

## Assign a Fast-Dial Code to a Contact

You can make it easier to call a contact with a fast-dial code.

### Procedure

---

- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Address Book**.
- Step 4** Select a search criteria.
- Step 5** Enter the search criteria information and press **Submit**.
- Step 6** Select the contact.
- Step 7** Press **FastDial**.
- Step 8** Select a number and press **Select**.
- Step 9** Scroll to an unassigned fast-dial index and press **Submit**.
- 


### Related Topics

[Make a Call With a Fast-Dial Button, on page 28](#)

## Call a Contact with a Fast-Dial Code

### Procedure


---

- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Fast Dials** and scroll to a fast-dial code.
- Step 4** Select the required fast-dial code and press **Call**.
-

## Edit a Contact in Your Personal Directory

### Procedure


---

- Step 1** Press **Contacts** .
  - Step 2** Sign in to your Personal directory.
  - Step 3** Select **Personal address book** and search for an entry.
  - Step 4** Press **Select**.
  - Step 5** Press **Edit**.
  - Step 6** Modify the entry information.
  - Step 7** Press **Phones** to modify a phone number.
  - Step 8** Press **Update**.
- 

## Remove a Contact from Your Personal Directory

### Procedure


---

- Step 1** Press **Contacts** .
  - Step 2** Sign in to your personal directory.
  - Step 3** Select **Personal Address Book** and search for an entry.
  - Step 4** Press **Select**.
  - Step 5** Press **Edit**.
  - Step 6** Press **Delete**.
  - Step 7** Press **OK** to confirm the deletion.
-

## Delete a Fast Dial Code

### Procedure

---

- Step 1** Press **Contacts** .
- Step 2** Sign in to your personal directory.
- Step 3** Select **Personal Fast Dials** and search for a fast-dial code.
- Step 4** Select the required code and press **Remove**.
- Step 5** Select the index and press **Remove**.
- 

## Cisco Web Dialer

You can use Cisco Web Dialer, a web browser, and your Cisco IP phone to make calls from web and desktop applications. Use your web browser and go to a website or your company directory, and then click a hyperlinked phone number to begin your call.

You need a user ID and password to make a call. Your administrator can give you this information. First-time users have to configure their preferences before a call.

For more information, see the “Cisco Web Dialer” document in <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-user-guide-list.html>



## Recent Calls

---

- [Recent Calls Lists, page 63](#)
- [View Your Recent Calls, page 63](#)
- [Return a Recent Call, page 63](#)
- [Clear the Recent Calls List, page 64](#)
- [Delete a Call Record , page 64](#)

## Recent Calls Lists

You use the Recents lists to see the 150 most recent individual calls and call groups.


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**.
- Step 3** Select a line to view.
- 

## 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) If multiple lines exist, select **All Lines** or the required line.
- Step 4** Select the call record that you want to dial.
- Step 5** (Optional) Press **EditDial** to edit the call record.
- Step 6** Press **Call**.
- 

## Clear the Recent Calls List

You can delete the last 150 calls on your phone by clearing Recents. This removes all of the calls 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 only has the first 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.
- Step 7** Press **Back** .
-








## Voicemail

---

- [Your Voicemail Account, page 67](#)
- [Check for New Voice Messages, page 67](#)
- [Access Voicemail, page 68](#)
- [Visual Voicemail, page 68](#)

### Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account and set up your phone to access the voicemail system.

The **Messages**  button on your phone acts as a speed dial into the voicemail system.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information about your voicemail commands, see the voicemail system user documentation or contact your administrator.

### 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.


#### Related Topics

[Self Care Portal, on page 10](#)

## Access Voicemail

### Procedure

---

- Step 1** Press **Messages** .
- Step 2** Follow the voice prompts.
- 

## Visual Voicemail

Visual Voicemail is an alternative to audio voicemail that might be available to you, depending on your voicemail system. You use the screen on your phone to work with your messages, rather than respond to audio prompts. You can view a list of your messages and play your messages. You can also compose, reply to, forward, and delete messages.

Depending upon your voicemail system, you may be able to access your audio voicemail by selecting Audio inbox. Use this feature if you occasionally work with audio prompts, but you have the visual prompts set up as your default.

For more information, see *Quick Start Guide for Visual Voicemail for Unity Connection* at <http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-user-guide-list.html>.

## 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.
-



# Applications

---

- [Available Applications, page 69](#)
- [View Active Applications, page 69](#)
- [Switch to Active Applications, page 70](#)
- [Close Active Applications, page 70](#)

## Available Applications


Cisco phones don't include these applications by default. But your company might have added applications such as the weather, stock information, company news, to-do lists, or similar information and services.

## View Active Applications

You can easily see what applications you already have open.

### Procedure


---

- Step 1** Press **Applications** .
- Step 2** Select **Running applications**.
- Step 3** Press **Exit**.
-

## Switch to Active Applications

### Procedure


---

- Step 1** Press **Applications** .
- Step 2** Select **Running applications**.
- Step 3** Select a running application and press **Switch to** to open and use the selected application.
- Step 4** Press **Exit**.
- 

## Close Active Applications

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Running applications**.
- Step 3** Select a running application and press **Close app** to close the application.
- Step 4** Press **Close**.
- Step 5** Press **Exit**.
-



## Settings

---


- [Change the Wallpaper, page 71](#)
- [Change the Ringtone, page 72](#)
- [Adjust the Screen Brightness, page 72](#)
- [Adjust the Contrast, page 72](#)
- [Change the Font Size, page 73](#)
- [Change the Phone Name, page 73](#)
- [Adjust the Headset Feedback, page 74](#)
- [Video Settings, page 74](#)
- [Adjust the Volume During a Call, page 76](#)
- [Adjust the Phone Ringer Volume, page 76](#)

## Change the Wallpaper

Your administrator may allow you to change the wallpaper on your phone to one of the wallpapers available on the phone.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Preferences > Wallpaper**.
- Step 3** Select a wallpaper option and perform any of the steps:
- Press **Preview** to see the wallpaper on your phone screen.
  - Press **Set** to apply the wallpaper to the phone.

- Press **Delete** to delete the wallpaper from the list.

**Step 4** Press **Exit**.


---

## 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.
- 

## 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**.
- 

## Adjust the Contrast

You can change the contrast of your Cisco IP Phone 8811 to make the screen easier to read.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Contrast**.
- Step 3** Select **Contrast**.
- Step 4** Press the Navigation cluster left to decrease, or right to increase the contrast.
- Step 5** Press **Save** to set the contrast.
- 

## Change the Font Size

You can change the font size on your phone to make the screen easier to read. However, if you increase the font size, some messages might be truncated.

The font size affects the following labels:

- call screen (caller name and feature key labels)
- caller name in the Call History
- line labels on the phone screen

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Font Size**.
- Step 3** Select a font size and press **Set**.
- Step 4** Press **Exit** to return to the **Settings** window.
- 


## Change the Phone Name

You can change the name of the phone from the default name. Your mobile device displays this name when you pair your mobile device with your desk phone.



### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Phone name**.
- Step 3** Use the keypad to enter a name.
- Step 4** Press **Apply**.
- Step 5** Press **Exit**.
- 


## Adjust the Headset Feedback

When you use a headset, you can hear your own voice in the earpiece, which is called headset sidetone or headset feedback. You can control the amount of headset sidetone on your phone.

Headsets connect to your phone with either the USB or the auxiliary port. Depending upon your model of headset, you have to adjust your phone's audio settings for the best audio experience, including the headset sidetone setting.

### Procedure

---

- Step 1** Press **Applications** .
- Step 2** Select **Settings** > **Headset sidetone**.
- Step 3** Select a setting.
- Step 4** Wait one minute and then reboot the phone.
- 


## Video Settings

If you have a video phone, you have settings to control the video.

### Adjust the Video Brightness

If the lighting in your office makes it hard to see the video, you can adjust the brightness.

### Procedure


- 
- Step 1** Press **Applications** .
- Step 2** Select **Settings > Video > Exposure**.
- Step 3** Press the Navigation cluster left to decrease, or right to increase, the brightness.
- Step 4** Press **Save**.
- 

## Adjust the Video Bandwidth

During a video call, your video can suddenly stop or lag behind the audio. The lag is often caused by a busy network.

By default, your phone automatically selects a bandwidth setting that balances the audio and video network requirements. If you frequently see a video lag, you can select a fixed bandwidth. We suggest that you start at the lowest setting, and only increase the setting if the video lag continues.

### Procedure

- 
- Step 1** Press **Applications** .
- Step 2** Select **Settings > Video > Bandwidth**.
- Step 3** Select a bandwidth setting.
- Step 4** Press **Save** to set the bandwidth.
- 

## View Video Calls on Your Computer

You can view the video part of a call on your computer instead of the phone screen. The audio part of the call remains on your phone.

### Before You Begin

Connect the computer to the PC port of your phone with an Ethernet cable, and login to Cisco Jabber for Windows or Cisco Jabber for Mac. The phone must be connected to the first network interface card (NIC1) in the computer.

You need the latest version of Cisco Media Services Interface (MSI) and one of the following products:


- Cisco Jabber for Windows 9.7(5) or later
- Cisco Jabber for Mac 10.8.1 or later

Contact your administrator if you do not have the latest version of Cisco Jabber or MSI. For a list of hardware and software requirements, see:

- Cisco Jabber for Windows release notes at <http://www.cisco.com/c/en/us/support/unified-communications/jabber-windows/products-release-notes-list.html>.
- Cisco Jabber for Mac release notes at <http://www.cisco.com/c/en/us/support/unified-communications/jabber-mac/products-release-notes-list.html>

### Procedure


---

- Step 1** Press **Applications** .
- Step 2** Select **Settings > Video**.
- Step 3** Select **Video through computer** to start or stop the video on your computer.
- 

## 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 have an incoming call, you can change the ringer volume. When you change the ringer volume, it does not affect the volume of the sound that you hear when you are on a call.

### Procedure

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



# Accessories

- [Supported Accessories, page 77](#)
- [View the Accessories Associated with Your Phone, page 78](#)
- [Headsets, page 78](#)
- [Cisco IP Phone 8800 Key Expansion Module, page 83](#)

## Supported Accessories

You can use your phone with different types of accessories, such as headsets, microphones, and speakers. This table shows you which ones you can use with your particular phone.

In the following table, an X indicates support for an accessory by a particular phone model and a dash (-) indicates no support.

Table 7: Accessory Support for the Cisco IP Phone 8800 Series


Accessory	Type	Cisco IP Phone							
		8811	8841	8845	8851	8851NR	8861	8865	8865NR
Cisco Accessories									
Cisco IP Phone 8800 Key Expansion Module	Add-on module	—	—	—	2	2	3	3	3
Wall Mount Kit		X	X	X	X	X	X	X	X
Third-Party Accessories									

Accessory	Type	Cisco IP Phone							
		8811	8841	8845	8851	8851NR	8861	8865	8865NR
Headset	Analog	X	X	X	X	X	X	X	X
	Analog Wideband	X	X	X	X	X	X	X	X
	Bluetooth	—	—	X	X	—	X	X	—
	USB	—	—	—	X	X	X	X	X
Microphone	External PC	—	—	—	—	—	X	X	X
Speakers	External PC	—	—	—	—	—	X	X	X

## View the Accessories Associated with Your Phone

You can use headset jack, Bluetooth, or USB port to connect external hardware to your phone. The accessory list, by default, contains an analog headset that can be set up to enable wideband

### Procedure

- 
- Step 1** Press **Applications** .
- Step 2** Select one of the following options:
- **Accessories**
  - **Bluetooth**
- Step 3** (Optional) Select an accessory and press **Show detail**.
- Step 4** Press **Exit**.
- 

## Headsets

Check with the headset manufacturer to confirm whether you can use it with your Cisco phone.

If you plug a headset into the phone during an active call, the audio path automatically changes to the headset.

## Standard Headsets

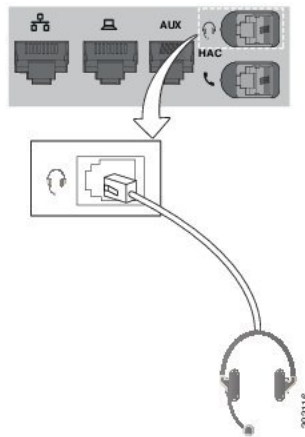
You can use a standard headset with your desk phone.

### Connect a Standard Headset

Standard headsets plug into the back of the phone.

#### Procedure



Plug the headset into the jack in the back of the phone and press the cable into the cable channel.



### Set Up a Wideband Standard Headset

You can use a headset that supports wideband audio. Wideband audio improves the quality of the sound you hear in the headset.

#### Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Accessories > Analog headset > Setup**.
  - Step 3** Press **On** or **Off** to enable or disable wideband for the analog headset.
  - Step 4** Press **Return** .
- 

## USB Headsets

You can use a USB headset for your calls if your phone has a USB port.

For a list of supported headsets, see [Unified Communications Endpoint and Client Accessories](#). USB headsets that are not listed may not function properly if you attach them to the USB port. For more information, see the documentation from your USB headset manufacturer.

## Connect a USB Headset

When you use USB headsets with your phone, keep in mind:

- You can use only one headset at a time. The most-recently connected headset is the active headset.
- If you are on an active call and unplug a USB headset, the audio path does not change automatically. You need to press the **Speakerphone** button or pick up the handset.

### Procedure

Plug the USB headset plug into the USB port on the phone.

## Bluetooth Headsets

You can use a Bluetooth headset for your calls if your phone supports Bluetooth.

When you use Bluetooth headsets with your phone, keep in mind:

- If you have both a Bluetooth headset and a standard headset attached to the phone, only one type of headset works at any time. When you enable one headset, the other is automatically disabled.
- If you use a USB headset, both the Bluetooth and analog headset are disabled. If you unplug the USB headset, you need to enable the Bluetooth or standard headset.
- For optimum headset coverage, use your Bluetooth headset within 10 feet (3 meters) of the phone.
- Your phone supports the Bluetooth Handsfree Profile. If your Bluetooth headset supports these features, you can use your headset to:
  - Answer a call
  - End a call
  - Change the headset volume for a call
  - Redial a number
  - View Caller ID
  - Reject a call
  - Divert a call
  - Place a call on hold by answering an incoming call
  - End a call by answering an incoming call

For more information, see the documentation from your Bluetooth headset manufacturer.


### Related Topics

[Bluetooth and Your Phone](#), on page 18


[The Cisco IP Phone 8800 Series](#), on page 1

[View Your Paired Bluetooth Devices](#), on page 50

## Turn Bluetooth On or Off


When Bluetooth is active, the Bluetooth icon  appears in the phone screen header.

### Procedure

- 
- Step 1** Press **Applications** .
  - Step 2** Select **Bluetooth**.
  - Step 3** Press **On** or **Off**.
- 

## Add a Bluetooth Headset


### Procedure

- 
- Step 1** Make your Bluetooth headset discoverable.
  - Step 2** Press **Applications** .
  - Step 3** Select **Bluetooth** > **Add bluetooth device**.  
Your phone searches for discoverable accessories.
  - Step 4** Select your headset and press **Connect**.
  - Step 5** (Optional) If prompted, enter the PIN for your headset.
- 

## Disconnect a Bluetooth Headset

You should disconnect your Bluetooth headset before you use it with another device.

### Procedure


- 
- Step 1** Press **Applications** .
  - Step 2** Select **Bluetooth**.
  - Step 3** Select a Bluetooth headset.
  - Step 4** Press **Disconnect**.
-



## Remove a Bluetooth Headset

Remove your Bluetooth headset if you aren't going to use it with your phone again.

### Procedure

- 
- Step 1** Press **Applications** .
- Step 2** Select **Bluetooth**.
- Step 3** Select a Bluetooth headset and press **Delete**.
- 

## Wireless Headsets


You can use most wireless headsets with your phone. For a list of supported headsets, see [http://www.cisco.com/c/en/us/products/unified-communications/uc\\_endpoints\\_accessories.html](http://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html).

Refer to your wireless headset documentation for information about connecting the headset and using its features.

## Enable an E-Hookswitch Headset

Electronic Hookswitch headsets use a base station and a wireless headset. The base station plugs into your phone headset jack. After installing the headset, you must enable it.

### Procedure

- 
- Step 1** Press **Applications** .
- Step 2** Use the navigation pad and **Select** button to scroll and select **Settings**.
- Step 3** Select **E-Hookswitch connected**.
- Step 4** Select **Yes** or **No**.
- 

## Swap Headsets While on a Call

You can connect an analog headset, a Bluetooth headset, and a USB headset simultaneously to your phone. However, you can use only one headset at a time.

When you connect multiple headsets to the phone, you can switch among the headsets during a call by pressing the **Headset** key on the phone. Though the phone is connected to multiple devices, you see a specific headset is selected as the preferred audio device in the following priority order:

- When you connect a USB headset, a Bluetooth, and an analog headset to the phone, you can make your USB headset the preferred audio device.
- When you connect a Bluetooth and an analog headset to the phone, you can make your Bluetooth device the preferred audio device.
- When you connect only an analog headset to the phone, you make your analog headset the preferred audio device.

### Procedure

- Step 1** Before you make or answer a call, press **Headset**.
- Step 2** (Optional) If you place a call, dial the number.

## Cisco IP Phone 8800 Key Expansion Module

The Cisco IP Phone 8800 Key Expansion Module allows you to add extra line appearances or programmable buttons to your phone. The programmable buttons can be set up as phone line buttons, speed-dial buttons, or phone feature buttons.

**Table 8: Key Expansion Module Support**

Cisco IP Phone Model	Number of Key Expansion Modules Supported
8851 and 8851NR	2 key expansion modules with 72 lines or buttons
8861, 8865, and 8865NR	3 key expansion modules with 108 lines or buttons

When multiple key expansion modules are attached to the phone, they are numbered according to the order in which they are connected to the phone. For example:

- Key expansion module 1 is the closest unit to the phone.
- Key expansion module 2 is the unit in the middle.
- Key expansion module 3 is the farthest unit from the phone.

**Figure 3: Cisco IP Phone 8861 with Three Cisco IP Phone 8800 Key Expansion Modules**



**Caution**

The slots in the side of the phone are designed only for use with the spine connectors on the key expansion module. Insertion of other objects permanently damages the phone.

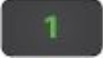



When you use key expansion modules, check with your administrator about power requirements.

## Cisco IP Phone 8800 Key Expansion Module Buttons and Hardware

The following table describes the features of the key expansion module.



	<p>LCD screen—Displays the phone number, speed-dial number (or name or other text label), phone service, phone feature, or privacy assigned to each button.</p> <p>Icons that indicate line status resemble (in both appearance and function) the icons on the phone to which the key expansion module is attached.</p>
1	<p>Lighted buttons—18 line buttons. Depending on the mode, each button or pair of buttons corresponds to one line (same as on the phone). For mode information, see the descriptions of 1-column and 2-column mode that follow this table. The lights beneath each button indicate the state of the corresponding line as follows:</p> <ul style="list-style-type: none"> <li>  light off—Line available or a call is ringing on an inactive page.         </li> <li>  green steady—Line in use by you, you have a call on hold, or a call being transferred         </li> <li>  red steady—Line in use by someone else or someone else has a call on hold on a shared line.         </li> <li>  amber steady—Line ringing.         </li> </ul>

2	<p>Shift buttons—2 buttons. Each button corresponds to one page of 18 buttons. The button for page 1 is labeled as <b>1</b> and the button for page 2 is labeled as <b>2</b>. The lights in each button indicate the state of the page as follows:</p> <ul style="list-style-type: none"> <li>•  green steady—Page is in view.</li> <li>•  light off—Page is not in view.</li> <li>•  amber steady—Page is not in view with one or more alerting calls on the page.</li> <li>•  red steady—Page is in view with one or more alerting calls on the page.</li> </ul>
---	--

Your administrator sets up the key expansion module to display in one-column or two-column mode.

### One-Column Mode

In one-column mode, each row in the display corresponds to one line. You can access this line by either the button on the left or the button on the right. In this configuration, the key expansion module displays nine lines on page 1, and nine lines on page 2.

**Figure 4: Key Expansion Module with One Column**



### Two-Column Mode

In two-column mode, each button on the left and right of the screen is assigned to a different phone number, speed-dial number (or name or other text label), phone service, or phone feature. In this configuration, the key expansion module displays up to 18 items on page 1, and up to 18 items on page 2.

**Figure 5: Key Expansion Module with Two Columns**



## Place a Call on the Key Expansion Module


### Procedure

- 
- Step 1** Press the line button on the key expansion module.
- Step 2** Dial a phone number.
-

## Adjust the Key Expansion Module Screen Brightness

### Procedure

---

- Step 1** Press **Applications**  on the phone.
- Step 2** Select **Settings > Brightness > Brightness - Key expansion module x**, where x is the number of the key expansion module.
- Step 3** Press right on the Navigation pad to increase brightness. Press left on the Navigation pad to decrease brightness.
- Step 4** Press **Save**.
-





## Product Safety and Security

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- [Safety and Performance Information, page 89](#)
- [FCC Compliance Statements, page 90](#)
- [Cisco Product Security Overview, page 91](#)
- [Important Online Information, page 92](#)

## Safety and Performance Information

### Power Outage

Your access to emergency service through the phone requires that the phone receive power. If a power interruption occurs, service or emergency calling service dialing does not function until power is restored. If a power failure or disruption occurs, you may need to reset or reconfigure the equipment before you can use service or emergency calling service dialing.

### External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.



Cisco cannot guarantee the performance of external devices, cables, and connectors.

**Caution**

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

## Bluetooth Wireless Headset Performance


Cisco IP phones support Bluetooth Class 2 technology when the headsets support Bluetooth. Bluetooth enables low-bandwidth wireless connections within a range of 30 feet (10 meters). The best performance is in the 3- to 6-foot (1- to 2-meter) range. You can connect up to five headsets, but only the last one connected is used as the default.

Because of potential interference issues, we recommend that you move 802.11b/g devices, Bluetooth devices, microwave ovens, and large metal objects away from the wireless headset.

The Bluetooth wireless headset does not need to be within direct line-of-sight of the phone. However, some barriers, such as walls or doors, and interference from other electronic devices, can affect the connection.

## Ways to Provide Power to Your Phone

You can provide power to your phone in one of two ways:

- Use the power cable that comes with your phone.
- If your network supports Power over Ethernet (PoE), you can plug your phone into the network. Plug an Ethernet cable into the Ethernet phone port  and into the network.

If you are not sure whether your network supports PoE, check with your administrator.

## Phone Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco IP Phone voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

## FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

## FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be collocated or operating in conjunction with any other antenna or transmitter.

## FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

## Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at <http://www.bis.doc.gov/policiesandregulations/ear/index.htm>.

# Important Online Information

## End User License Agreement

The End User License Agreement (EULA) is located here: <http://www.cisco.com/go/eula>

## Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information (RCSI) is located here: [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cuipph/all\\_models/regulatory\\_compliance/english/install/guide/iphrcsi3.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/all_models/regulatory_compliance/english/install/guide/iphrcsi3.html)