



### Your phone

1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Back, Navigation, and Release
5. Hold, Transfer, and Conference
6. Headset, Speakerphone, and Mute
7. Voicemail, Applications, and Directory
8. Volume

### Line and Session Buttons

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

### Place a call

Enter a number and pick up the handset.

### Answer a call

Press the flashing red button. If you have multiple lines on your phone, press the solid red button first.

### Put a call on hold

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

### Parking a Call

1. Press **Transfer** key .
2. Dial **\*68**
3. Hit **Call** .
4. Enter extension where you would like to park the call
5. Press **#** key

### Picking up a Parked Call

1. Dial **\*88**
2. Hit **Call** .
3. Enter extension where you would like to pick up the parked call
4. Press **#** key

### View your recent calls

1. Select a line to view.
2. Press **Applications** .
3. Scroll and select **Recents**.


### Transfer a call to another person

1. From a call that is not on hold, press **Transfer** .
2. Enter the other person's phone number.
3. Press **Transfer** again (before or after the party answers).


### Add another person to a call

1. From an active call, press **Conference** .
2. Enter the number you want to join and press **Dial**.
3. Once the call is connected, press **Conference** again.


## Place a call with a headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** .


## Place a call with the speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** .

## Mute your audio

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

## Listen to voice messages

Press **Messages**  and follow the voice prompts. **\*\*\*TEMPORARY VOICEMAIL PASSCODE IS 189291#.** Choose a new passcode 4-16 digits long, must not contain your extension in any form and will not accept anything simple like 1111 or 1234. To check messages for a specific line, press the line button first.



## Forward all calls

1. Select a line and press **Forward all**.
2. Dial the number that you want to forward to, or press **Voicemail**.
3. When you return, press **Forward off**.



## Link to Video Tutorial

<https://hosteducsupport.cbts.com/phones-and-voicemail-support/phones-and-voicemail-videos/>



## Adjust the volume in a call

Press **Volume**   left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.


## Adjust the ringtone volume

Press **Volume**   left or right to adjust the ringer volume when the phone is not in use.

## Change ringtone


1. Press **Applications** .
2. Select **User preferences > Audio preferences > Ext (n) - Ring tone**, where n= extension number.
3. Scroll through the list of ringtones and press **Play** to hear a sample.
4. Press **Select** and **Set** to save a selection.
5. Press  to exit.

## Adjust the screen brightness

1. Press **Applications** .
2. Select **User preferences > Screen preferences**.
3. In the Display brightness field, enter a value for the level of brightness.
4. Press **Set**.

## Pair a Mobile Device

(Cisco IP Phone 8851 and 8861 only.)

1. On your desk phone, press **Applications** .
2. Select **Bluetooth > Devices**.
3. Select **Scan**.
4. Select the mobile device from the available devices list to pair.
5. Select **Connect**.
6. If prompted, verify the paskey on the mobile device.
7. If prompted, verify the paskey on the desk phone.
8. Choose to make your mobile device contacts and call history available on your desk phone.

## User Guide

View the full User Guide at <https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>

