Cisco IP Model 8800 Series Phone

Dialing Instructions

- **Emergency:** dial **911**
- **Internal employee <u>at same location</u>**:
  Dial their five-digit extension
  Note: there is a 10-second delay when dialing any combination of digits that begins with 1, followed by 2 through 9
- **Outside calls:**
  - **1 +** xxx-xxx-xxxx
    No need to dial 8 or 9

Feature Keys

1	Voicemail indicator	10	Speaker
2	Display	11	Mute
3	Lines & Features	12	Headset
4	Softkeys	13	Keypad
5	Navigation Pad	14	Volume
6	End Call	15	Directory
7	Hold	16	Settings
8	Conference	17	Voicemail
9	Transfer	18	Previous Menu
		19	Handset

Placing a Call on Hold

- During a call, press the **Hold** button ⏸ (or softkey)
- Press **Resume** to retrieve held call.
If multiple calls are on hold, use navigation key to select desired call with softkey

Call Waiting

- Upon hearing call waiting tone, press the **Answer** softkey
- *Current call is automatically placed on Hold. If multiple calls are on hold, use navigation key to select the desired call with softkey.*

Transferring a Call

- Press the **Transfer** button 👤 (or softkey)
- Dial number (*can pause here to talk to new party before you complete the transfer*)
- Press the **Transfer** button (or softkey) again

If called number does not answer or want transfer
- Press **End Call** softkey
- Press **Resume** softkey to return to original call

Transfer Call Directly to Voicemail

- Press the **Transfer** button 👤 or softkey
- Press ***** and dial either 4-Digit or 11-digit extension
- Press the **Transfer** button (or softkey) again

Conference Call

- During an active call press **Conference** 👥 or softkey
- Dial the new number (*can pause here to tell new party you are about to conference someone on*)
- Press **Conference** button **(**or softkey) again
- Repeat steps if want to add more parties (*max of 6 participants including initiator*)

Forward All

From Your Desk Phone
- Press the **Forward All** softkey
- Dial the number you want to forward to.
  Dialing it as usual using 9 for an external number and make sure to add a 1 for a external long distance number. Example: (9) + 16095551234
- You will see confirmation on your phone that line is in a forwarded state.
- To cancel call forwarding, press **Forward Off** softkey.

SEE OTHER SIDE FOR VOICEMAIL SETUP INSTRUCTIONS ➔

Voicemail Setup

• Press the **Messages** key
• When prompted enter the default PIN
246800#
• Follow Prompts to Completion
  • Set new PIN **(at least 6 digits, cannot be same or consecutive digits)**
    • Record name
    • Record standard greeting

Accessing Voicemail

From your Desk Phone

• Press the **Messages** key
• When prompted enter your **voicemail PIN** then **#**

From another Cisco Desk Phone

• Press the **Messages** key
• Press * **plus** your **4-digit extension** then **#**
• Enter your **voicemail PIN** then #

From an outside Phone
• Dial your phone number.
• Wait for Voicemail answer
• Press * **plus** your **4-digit extension** then **#**
• Enter your **voicemail PIN** then #

Standard Keys

When Sending, Forwarding or Replying to a Message
  0 = Conversation Help

  * = Exit or Cancel
  # = Skip or Move Ahead
  ## = Toggle between entering an extension number or spelling a subscriber's name

Basic Menu Options

  1 = Check **New** Messages
  2 = Send a Message
  3 = Review **Saved** Messages
  4 = Setup Options

Changing Setup Options

To change your PIN, change your recorded name, or re-record available greetings:
• Login to voicemail
• Press **4**
• Select the appropriate option then follow the prompts

Change PIN

• Login to voicemail
• Press 4-3-1
• Enter new PIN then #
• Enter new PIN again then #

Change Your Recorded Name

• Login to voicemail
• Press 4-3-2
• At the tone, record your name

Message Commands While Listening

1 = Restart	**5** = Change volume
2 = Save	**6** = Fast playback
3 = Delete	**7** = Rewind
4 = Slow playback	**8** = Pause/Resume
# = Forward to end	**9** = Fast forward

(in this section only) **=** Skip to next message, keeps current message as new

Message Commands After Listening

1 = Repeat	**5** = Forward
2 = Save	**6** = Mark as new
3 = Delete	**7** = Rewind
4 = Reply	**9 =** Play msg header
# = Save as is	

(in this section only) **=** Skip to next message, keeps current message as new