
















Buttons and Hardware

The following figure shows the Cisco IP Phone 8845, this is the standard phone used in the district.

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. When adding features to the phone line keys, you are limited by the number of line keys available. You cannot add more features than the number of line keys on your phone. 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	Back, Navigation cluster, and Release	Back  Return to the previous screen or menu. Navigation cluster  Navigation ring and Select button— Scroll through menus, highlight items and select the highlighted item. Release  End a connected call or session.
6	Hold/Resume, Conference, and Transfer	Hold/Resume  Place an active call on hold and resume the held call. Conference  Create a conference call. Transfer  Transfer a call.
7	Speakerphone, Mute, and Headset	Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit. Headset  Toggle the headset on or off. When the headset is on, the button is lit.
8	Contacts, Applications, and Messages	Contacts  Access personal and corporate directories. Applications  Access recent calls, user preferences, phone settings, and phone model information. Messages  Autodial your voice messaging system.
9	Volume button	 Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields.
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:

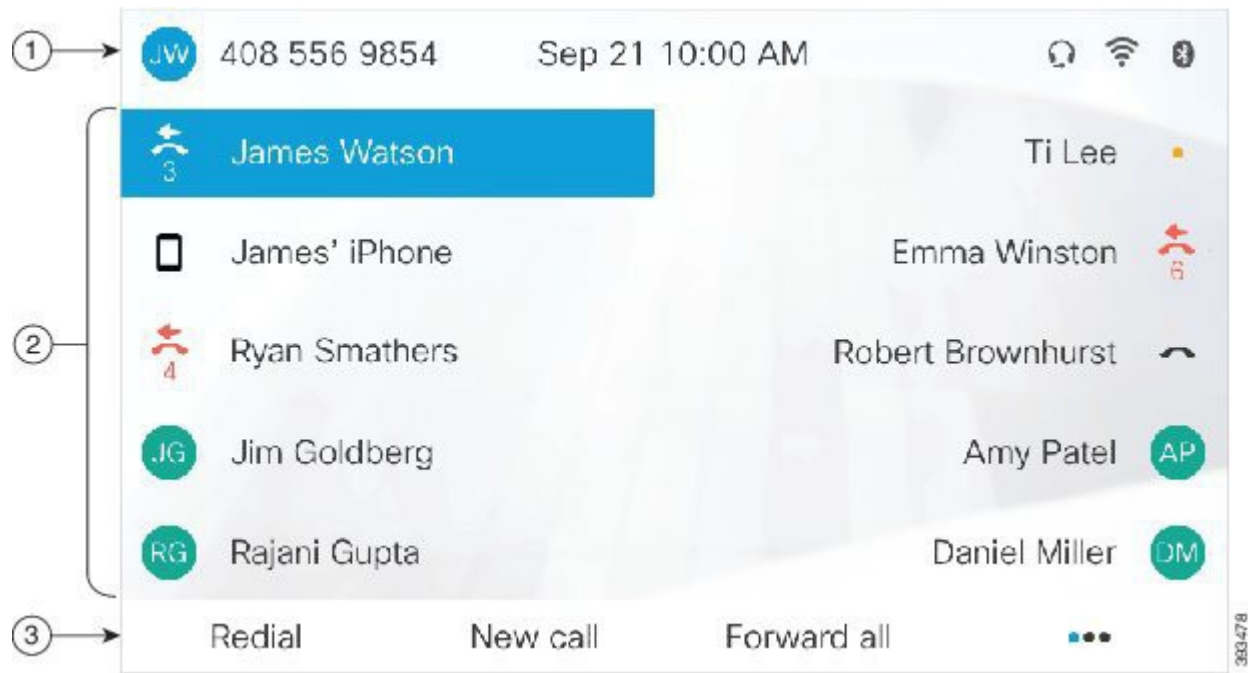
-  Green, steady—Active call or two-way intercom call
-  Green, flashing—Held call
-  Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group
-  Amber, flashing—Incoming call or reverting call
-  Red, steady—Remote line in use (shared line or Line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

Your tech 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. 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.

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 8 to get an outside line, you enter the number 8 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.
- A single 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 you connect to a speed-dial destination, 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 8 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 connects, you must dial the extension 56789#.

In this scenario, the speed-dial number is 85556543,1234,9876,,56789#.

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.

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.

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.

If you use Enhanced line mode, you will see the line label display the following information for incoming calls:

- The Caller ID.
- The line label or name of the shared line, which then changes to show incoming phone number.

This action only occurs on the Cisco IP Phone 8800 Series phone. It does not occur on lines set up on your key expansion module.

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, then press **Submit**.


Sign In to Your Extension from Another Phone

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

Before You Begin


Get your user ID and PIN from your administrator.

Procedure

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- 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.
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Sign Out of Your Extension from Another Phone

Procedure

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

You can customize some phone settings with the Self Care portal web site, which you access from your computer. The Self Care portal is part of your organization's Cisco Unified Communications Manager.

Your administrator gives you the URL to access the Self Care portal, and provides 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). Use the Self Care Portal to subscribe to a phone service 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 with the Self Care portal. For more information, see the Self Care portal documentation for your call control system.

Features	Description
Call forward	Use the number that will receive calls when call forward is enabled on the phone. Use the Self Care portal to set up more complicated call forward functions, for example, when your line is busy.
Additional phones	<p>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 these features:</p> <ul style="list-style-type: none">• Single number reach—Specify whether the additional phone should ring when someone calls your desk phone.• 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.
Speed dial	Assign phone numbers to speed-dial numbers so that you can quickly call that person.