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.

Figure 1: The Cisco IP Phone 8800 Series

The following table shows the major hardware features of the Cisco IP Phone 8800 Series.

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

Your phone must 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 may not have all functions available, based on the way your administrator has set up the phone.
To make or receive a video call, you must use the Cisco IP Phone 8845, 8865, or 8865NR. The other phones in the Cisco IP Phone 8800 Series only support audio calls.
When you add features to your phone, some features require a line button. But each line button on your phone can support only one function (a line, a speed dial, or a feature). If your phone's line buttons are already in use, your phone does not display any additional features.

To check which phone model you have, press **Applications** and select **Phone information**. The **Model number** field shows your phone model.

Phone Setup

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.

Figure 2: Adjust the Handset Rest
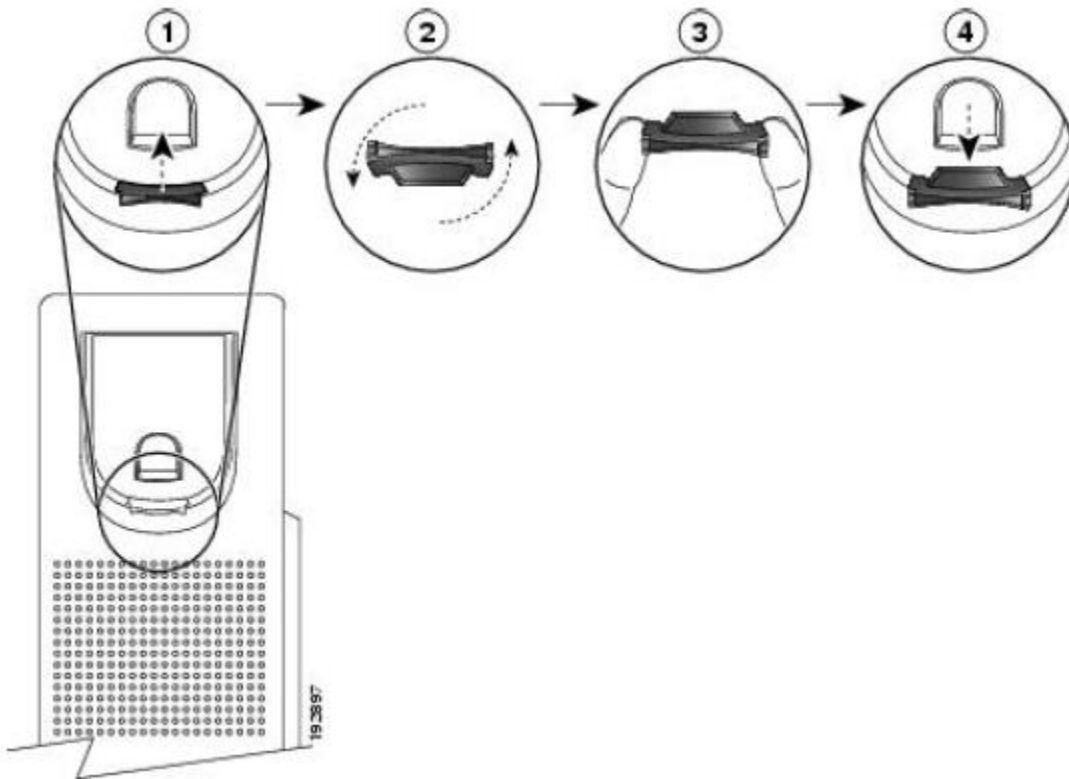
Procedure

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.amera view.

Connect to the Network

You need to connect the phone to the network.

• Wired network connection—The phone is plugged into the network with an Ethernet cable.

• Wireless connection—The Cisco IP Phone 8861 and 8865 can connect to a Wireless Access Point using Wi-Fi. After connecting the phone to the network, your phone may be set up for:

• Virtual Private Network (VPN)—Your phone connects to a protected network.

• Mobile and Remote Access Through Expressway—If your administrator sets up Mobile and Remote Access Through Expressway and you connect your phone to the network, it connects to the Expressway server.

Share a Network Connection with Your Phone and Computer

Both your phone and your computer must connect to your network to function. If you only have one Ethernet port, then your devices can share the network connection.

Before you begin

Your administrator must enable the PC port in Cisco Unified Communications Manager before you can use it.

Procedure

Step 1 Connect the phone SW port to the LAN with an Ethernet cable.

Step 2 Connect your computer to the phone PC port with an Ethernet cable.

Set Up Wi-Fi Client

The Cisco IP Phone 8861 and 8865 can access a Wi-Fi network. You need a power adapter to power the phone. The Cisco IP Phone 8865NR cannot be used with a Wi-Fi network.

The phone PC port is disabled when Wi-Fi is enabled on your phone.

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 Preconfigured 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**.

Replace Your Existing Phone with a New Phone

You can change your phone model. The change can be required for a number of reasons, for example:
• You have updated your Cisco Unified Communications Manager (Unified CM) to a software version
  that doesn't support the phone model.
• You wants a different phone model from their current model.
• Your phone requires repair or replacement.

Limitation: If the old phone has more lines or line buttons than the new phone, the new phone doesn't have the extra lines or line buttons configured. The phone reboots when the configuration is complete.

Before you begin

Your administrator needs to set up Cisco Unified Communications Manager to enable the phone migration. You need a new phone that hasn't been connected to the network or previously configured.

Procedure

Step 1 Power off the old phone.

Step 2 Power on the new phone.

Step 3 If prompted, enter your activation code.

Step 4 Select **Replace an existing phone**.

Step 5 Enter the primary extension of the old phone.

Step 6 If the old phone had a PIN assigned, enter the PIN.

Step 7 Press **Submit**.

Step 8 If you have several devices, select the device to replace from the list and press **Continue**.

Activate and Sign In to Your Phone

You may need to activate 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, 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, service.

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. 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 use a Cisco IP Phone 8800 Key Expansion Module, then you can configure it 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.

Table 14: Features Available on the Self Care Portal

Features	Description
Call forward	Use the number that receives 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	Specify the additional phones such as your mobile phone 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: • 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.

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 enter 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.

• 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. 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 **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 connects, you must dial the extension **56789#**.
In this scenario, the speed-dial number is **95556543,1234,9876,,56789#**.

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 3: Cisco IP Phone 8845 Buttons and Hardware

The following table describes the Cisco IP Phone 8800 Series Buttons.

Table 15: Cisco IP Phone 8800 Series Buttons

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 Ω Toggle the headset on. When the headset is on, the button is lit. To leave headset mode, you pick up the handset or select **Speakerphone** ◀.
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).

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.

Phone Keypad Characters

The phone keypad allows you to enter letters, numbers, and special characters. You press the **Two (2)** to **Nine (9)** keys to get the letters and numbers. You use the **One (1)**, **Zero (0)**), **Asterisk (*)**, and **Pound (#)** keys for special characters. The following table lists the special characters for each key for the English locale. Other locales will have their own characters.

Table 16: Special Characters on the Keypad

Keypad Key	Special Characters
One (1)	/ . @ : ; = ? -_ & %
Zero (0)	(space) , ! ^ ' "	
Asterisk (*)	+ * ~ ` < >
Pound (#)	# $ £ □ \ ( ) { } [ ]

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.

Figure 4: Navigation Cluster

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.

LED Color and State	Normal Line Mode: Line Buttons	Normal Line Mode: Feature Buttons Enhanced Line Mode
Green, steady LED	Active call or two-way intercom call, held call, privacy in use	Active call or two-way intercom call, privacy in use
Green, flashing LED	Not applicable	Held call
Amber, steady LED	Incoming call, reverting call, one-way intercom call, logged into a Hunt Group	One-way intercom call, logged into a Hunt Group
Amber, flashing LED	Not applicable	Incoming call, reverting call
Red, steady LED	Remote line in use, Remote line on hold, Do Not Disturb active	Remote line in use, Do Not Disturb active
Red, flashing LED	Not applicable	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 5: Cisco IP Phone 8800 Screen
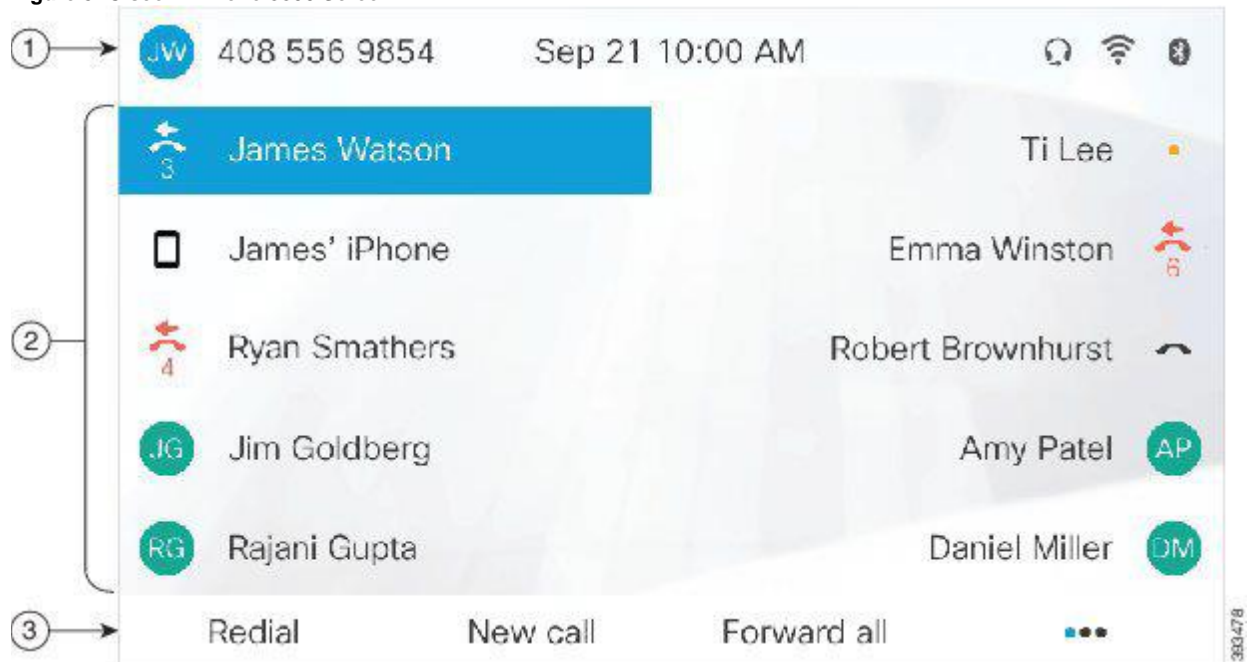
The following table describes the Cisco IP Phone screen components.

Table 17: Cisco IP Phone Screen Information

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.

Phone Icons

Your phone screen displays many icons. This section gives images of the common icons
Icons are in color or grayscale, depending on the screen.

Lines

Icon	Description
	Line/Directory Number
	Speed dial
	Intercom

Icon	Description
	Held call
	Active call

Shared Lines

Icon	Description
	Incoming call on shared line.
	Shared line active by another user.

Recents

Icon	Description
	Incoming call
	Outgoing call
	Missed call

Bluetooth Icons

If your phone model supports Bluetooth, you see these icons.

Table 18: Bluetooth Icons

Icon	Description
	Bluetooth is turned on.
	A device is connected with Bluetooth.
	Bluetooth is turned on but no device is connected.

Wi-Fi Network Icons

If your phone is connected to the Wi-Fi network, you see these icons.

Table 19: Network Icons

Icon	Description
🛜 🛜 🛜 🛜	Wi-Fi connected and the number of bars indicates the signal strength.
🛜	There is no Wi-Fi connection

Clean the Phone Screen

Procedure

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

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.

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.

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

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.

Accessibility Features for the Cisco IP Phone 8800 Series

The Cisco IP Phone 8800 Series provide accessibility features for the blind, and the visually-, hearing-, and mobility-impaired. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features. For Cisco Unified Communications Manager (Release 10.0 and later), these pages are the Self Care Portal. For Cisco Unified Communications Manager (Release 9.1 and earlier), these pages are the User Options web pages.

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization.

Hearing-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 6: Hearing-Impaired Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the hearing-impaired accessibility features on the Cisco IP Phone 8800 Series.

Table 20: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Visual message-waiting indicator (handset)	This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator. To change the light or the audible voice-message indicator, sign in to the phone support pages and access the message-indicator settings. You can change each setting to on or off. Your administrator can also change your settings.
2	Visual notification of phone state	• Toggle the **Mute** and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Item	Accessibility Feature	Description
3	Adjustable ringtone, pitch, and volume	• Select **Applications** > **Preferences**. • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press **Volume** to raise or lower the volume. Your administrator can also change your settings.
4	Inline-amplifier support (handset)	Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone.
5	Hearing aid compatible (HAC) handset	Supports these accessibility features: • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers.
6	Acoustic coupled TTY and TDD support (handset)	Cisco IP Phones support these TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. For information about setting up TTY, contact your administrator.

Vision-Impaired and Blind Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

Figure 7: Vision-Impaired and Blind Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the vision-impaired and blind accessibility features on the Cisco IP Phone 8800
Series.

Table 21: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of an incoming call	Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received.

Item	Accessibility Feature	Description
2	Line, feature, and session buttons on the Cisco IP Phone • Line and feature buttons are to the left of the LCD. Session buttons are to the right of the LCD. • For locales that read right to left, such as Arabic, session buttons are on the left and the line and feature buttons are on the right.	Use line buttons to start, answer, or switch to a call on a particular line. Features, such as speed dial, line status, privacy, do not disturb (DND), and service URLs, can be assigned to feature buttons. Your administrator sets up programmable feature buttons on your phone. Use session buttons to perform tasks, such as answering a call or resuming a held call. Colors indicate your phone's status: • Green, steady—Active call or two-way intercom call. • Green, flashing—Held call. • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to 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.
3	Back-lit color LCD screen on the Cisco IP Phone • The Cisco IP Phone 8811 has a grayscale LCD with adjustable contrast.	Allows you to adjust your phone screen's brightness.
4	Softkeys • These are large buttons just below the LCD.	Provide access to special functions. The functions are displayed on the LCD.
5	Navigation Cluster (includes the Navigation ring and the Select button) • The Navigation cluster is located just above the keypad. • Back button to the left of the Navigation cluster • Release button to the right of the Navigation cluster	Use the Navigation ring to move up, down, left, and right in the phone LCD. The Select button is in the center of the Navigation cluster. Use the Back button to return to the previous screen or menu. Use the Release (End Call) button to end a call or session.

Item	Accessibility Feature	Description
6	**Messages** button, **Applications** button, and **Contacts** button • These three large buttons are located to the left of the keypad. • In this group of buttons, the **Messages** button is the single button in the top row. Below the **Messages** button, the **Applications** button is on the left, and the **Contacts** button is on the right.	Allow you to easily access your messages, applications, and contacts.
7	**Hold** button, **Transfer** button, and **Conference** button • These three large buttons are located to the right of the keypad. • In this group, the **Hold** button is the single button in the top row. Below the **Hold** button, the **Transfer** button is on the left, and the **Conference** button is on the right.	Allow you to use these functions on your phone.
8	**Volume** key • This key is located at the bottom left of the phone.	Allows you to increase or decrease the ring volume or the sound through the handset, headset, or speakerphone. Press the right side of the rocker key to increase the volume; press the left side of the rocker key to decrease the volume.
9	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.

Item	Accessibility Feature	Description
10	**Headset**, **Speakerphone**, and **Mute** buttons • These buttons are located on the bottom right of the phone. • In this group, the **Mute** button is the single button in the bottom row. Above the **Mute** button, the **Headset** button is on the left, and the **Speakerphone** button is on the right.	Provide audible notification of the phone state: • Toggle the **Headset**, **Mute**, and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Headset** button to toggle the headset on. When the headset is on, the button is lit. Pick up the handset or select **Speakerphone** to leave headset mode. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Adjustable Footstand
You can adjust the footstand to provide optimum phone display viewing and easy access to all buttons and keys.

Voice Feedback

Voice Feedback helps people vision problems to use their Cisco IP Phone. When enabled, a voice prompt helps you navigate your phone buttons, and to use and configure phone features. The voice also reads out incoming Caller IDs, displayed screens and settings, and button functions.
Here are a few important items to keep in mind as you use this feature.
• Voice Feedback is enabled and disabled with the **Select** button that is located in the center of the Navigation cluster. When the phone is idle, quickly tap **Select** three times to turn this feature on or off. A voice prompt alerts you to the feature status.
• Push a softkey once, and Voice Feedback reads out the feature that is associated with the key. Quickly push the softkey twice to execute the feature.
• Hard keys, such as the Contacts, Applications, and Messages buttons, are treated differently. Push a hard key once, and a voice reads out the screen name followed by the application or setting that is displayed on the phone. Volume is adjusted with the **Volume** button. To adjust your handset volume, lift the receiver from the cradle, and press **Volume**. If you use a headset, select the **Headset** button, and then **Volume**. If you use the speakerphone, select **Speakerphone** and **Volume**.
You may not hear Voice Feedback if you select the **Headset** button, but don't have a connected headset. Select
Speakerphone and you hear Voice Feedback again.
When on a call, only you hear Voice Feedback so your privacy is assured. Voice Feedback is only available for English language users. If this feature is not available to you, then it is disabled on your phone.

Mobility-Impaired Accessibility Features

Your phone comes with standard accessibility features that require little or no setup.

To check which phone model you have, press **Applications** ⚙ and select **Phone information**. The **Model number** field shows your phone model.

Figure 8: Mobility-Impaired Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the mobility-impaired accessibility features on the Cisco IP Phone 8800 Series

Table 22: Mobility-Impaired Accessibility Features.

Item	Accessibility Feature	Description
1	Lighted buttons	Allow you to access the following features: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy Indicate your phone's status: • Green, steady—Active call or two-way intercom call • Green, flashing—Held call • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to hunt group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or Line Status)
2	Large buttons to access **Applications**, **Messages**, **Contacts**, **Hold**, **Transfer**, and **Conference**	Allow you to easily access your phone applications, voice messages, corporate and personal directories, and calling features.
3	Built-in speakerphone	Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit.
4	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

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.
Firmware release 12.6(1) introduced an improved Session line mode. Now all of your outgoing calls are handled with the primary line unless you select another line. If you have calls on multiple lines, the calls are
handled in sequence. When the last call ends, your phone reverts to the primary line.

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 your calls:
• The name of the person or line receiving the call.
• Firmware Release 12.6(1): The word "On" followed by the name of the person or line used to make the call. Firmware Release 12.7(1) and later: The word "For" followed by the name of the person or line used to make the call. Forwarded calls are also identified.

Make Calls

Your 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** . .

Make a Call with a Standard 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, configure a speed dial button in the Self Care portal or on your phone. Speed dial buttonsconfigured from the phone do not appear 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).

Make a Call with a Speed-Dial Button

Each phone model has a specific number of lines available for phone features. Each feature requires one line to function so not all lines are available for speed-dial numbers. Some lines could be used for other features.

If you add more speed-dial numbers than available lines, the remaining speed-dial numbers do not display on your phone.

For example, if you add 10 speed-dial numbers but your phone has 7 lines available then only 7 speed-dial numbers display on the phone.

To check which phone model you have, press **Applications** and select **Phone information**. The **Model number** field shows your phone model.

Before you begin

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

Procedure

Press a speed-dial button .

Make a Call With a Speed-Dial Code

Before you begin

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

Procedure

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

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.

Add a Speed Dial Button from Your Phone

You can configure a speed dial button from your phone in addition to the Self Care Portal. But speed dial buttons that are configured from the phone do not display in the Self Care Portal.
This feature is supported on the Cisco IP Phones 8800 Series and the following key expansion modules:
• Cisco IP Phone 8800 Key Expansion Module
• Cisco IP Phone 8851 and 8861 Key Expansion Module
• Cisco IP Phone 8865 Key Expansion Module
A Reset All clears any speed-dial buttons that are created from your phone.
Procedure
Step 1 Press and hold a line key for 2 seconds.
Step 2 In the Name field, enter the name of the speed-dial number.
Step 3 In the Number field, enter the phone number. Include all digits required to complete the call.
Step 4 Select **Apply** to save your speed-dial number.

Modify a Speed Dial Button from Your Phone

You can use your phone to modify or edit a speed-dial button, if you cannot access the Self Care Portal. But it does not apply to speed-dial buttons created from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.
Procedure
Step 1 Press and hold a line key for 2 seconds.
Step 2 In the Name field, enter the new name of the speed-dial number, if required.
Step 3 In the Number field, enter the new phone number, if required. Include all the digits required to complete the call.
Step 4 Select **Apply** to save your speed-dial number.

Delete a Speed Dial Button from Your Phone

You can use your phone to delete a speed-dial button. This method only works if you added the speed-dial buttons from the phone. It does not apply to speed-dial buttons added from the Self Care Portal, or from the Cisco Unified Communications Manager by your administrator.
Procedure
Step 1 Press and hold a line key for 2 seconds.
Step 2 Select **Delete**.
Step 3 Select **Yes** to confirm your choice.

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 Enter the phone number.
Step 3 Press **Call** or wait 10 seconds after the last key press to automatically place the call.

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 and a message 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 and see the message, press **Call** to place the call again.

Answer Calls

Your Cisco 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 are 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 a ringing call to your voicemail system (if configured) or to a preset phone number. If not set up, the call is rejected and the caller hears a busy tone.

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 pickup group.

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 that 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, then pick up the handset and you will leave headset mode.

Mark Your Calls as Spam

You can use the Mark spam feature to reduce the number of unwanted phone calls that you receive. With this feature, you designate a phone number as either a potentially fraudulent call or as a telemarketer call. If you mark a call as fraudulent, then it is declined and the number is blocked from calling you again. If you mark a call as a telemarketer, then it rings through to you. But calls from this number display the term Telemarketer in the Incoming Call Alert and display an icon next to them in Recents.
Your administrator can enable or disable this feature. When disabled, you don't see the softkey, the spam list is empty, and you can't view or add to it. If the feature was enabled and your administrator disables it, the phone deletes the spam list.
You can view and edit your Spam call list from the **Settings** menu. The Spam call list can have up to 150 calls.

Mark an Unwanted Active Call

You can mark an active call as either fraudulent or as a telemarketer. This helps reduce the number of unwanted
calls. The Spam call list can have up to 150 calls. You can add more than 150 calls, but they won't appear in
your list.

Procedure
Step 1 Press **Mark spam** when you are on a call.
Step 2 Choose a status for the phone number.
• Potential fraud: Incoming calls from this number are declined and blocked if they call again.
• Telemarketer: Incoming calls from this number ring through to you. But these calls have the term
Telemarketer in the Incoming Call Alert and have an icon next to them in Recents.
Step 3 Press **Apply**.

Mark an Unwanted Video Call

You can mark an active video call as either fraudulent or as a telemarketer. This helps reduce the number
of unwanted video calls.

Procedure
Step 1 Press **Call list** when you are on a video call.
Step 2 Press **Mark spam**.
Step 3 Choose a status for the phone number.
• Potential fraud: Incoming calls from this number are declined and blocked if they call again.
• Telemarketer: Incoming calls from this number ring through to you. But these calls have the term
Telemarketer in the Incoming Call Alert and have an icon next to them in Recents.
Step 4 Press **Apply**.

Mark an Unwanted Recent Call

You can mark a recent call as either a fraudulent call or as a telemarketer call. Fraudulent calls are
blocked the next time they call you. Telemarketer calls ring through to you. But these calls have the term
Telemarketer in the Incoming Call Alert and have an icon next to them in Recents.
The Spam call list can have up to 150 calls. You can add more than 150 calls, but they won't appear in
your list.

Procedure

Step 1 Press **Applications** .
Step 2 Choose **Recents**.
When the phone is idle, you can also press up on the Navigation cluster to view the Recent calls list.
Step 3 Use the Navigation cluster and select a phone number from your list of recent calls.
Step 4 Press **Mark spam**.
Step 5 Choose a flag for the phone number.
• Potential fraud: Incoming calls from this number are blocked.
• Telemarketer: Incoming calls from this number display the term Telemarketer in the Incoming Call Alert
   and have an icon next to them in Recents.
Step 6 Press **Apply**.

Remove or Edit a Marked Call

You can edit a marked call if you want to change the status. You can also remove a call from your Spam calls list so it's not screened or blocked.

Procedure

Step 1 Press **Applications** .

Step 2 Choose **Settings** > **Spam call list**.

Step 3 Use the Navigation cluster to navigate and select the call.

Step 4 Change the call status:

• Press **Unmark spam** to remove a call. At the warning window, press **Delete**.

• Press **Edit** to change a flag. Press **Apply**.

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.

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.

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.

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 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.

A parked call is monitored by your network so you won't forget about it. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone.

If you don't answer the call within a certain length of time, it's routed to voicemail or another destination, 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 Required: Enter the directed call park number.
Step 3 Required: 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 park 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 **Fwd 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.

Transfer a Call to Another Person

When you transfer a call, you can stay on the original call until the other person answers. This way, you can talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.
You can also swap between both callers to consult with them individually before you remove 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 the line ring 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 create a conference, you can view the details of the last 16 participants who join 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 **End call** to stop the call and drop the participant from the conference.

Intercom Calls

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

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.

But sometimes intercom calls are rejected when you are on a call. This depends upon how your company's phone network is set up. Contact your administrator for additional information.

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.

Prioritized Calls

In your job, you might need to handle urgent or critical situations with your phone. You can identify calls as very important; these 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 whether 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 appears 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
• Use call pickup to answer the call.
The following table describes the Multilevel Precedence and Preemption Priority icons and the corresponding level.

Table 23: Multilevel Precedence and Preemption Priority Levels

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

Voicemail

You can access your voice messages directly from your phone. Your administrator must set up your voicemail account and set up your phone before you can access the voicemail system.
The **Messages** button on your phone acts as a speed dial into the voicemail system.
When you aren't at your desk, you can call your voicemail system to access your voicemail. Your administrator can give you the external phone number of the voicemail system.

Voicemail Message Indication

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.

Access Your Voicemail Messages

You can check your current voicemail messages or listen to your old messages again.

Before you begin

Each voicemail system is different so check with your administrator or IT department to find out which system your company uses. This section is for Cisco Unity Connection because most Cisco customers use that product for their voicemail system. But your company may use a different product.

Procedure

Step 1 If you have more than line, press the appropriate line key.

Step 2 Press **Messages** . ![messages icon]

Step 3 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.

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.

Transfer a Call to Voicemail

You can transfer a call directly to your manager's or to a coworker's voicemail. This is a convenient way for a caller to leave a message but not disturb anyone in the office.

Before you begin

Your administrator must set up your phone system so that the * prefix before an extension means forward a call directly to voicemail.

Know your coworker's extension.

Procedure

Step 1 Press **Transfer** ![transfer icon]

Step 2 Enter * followed by the person's extension.

Step 3 Press **Transfer** ![transfer icon]

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 and press **Dial**.

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. You can add special speed-dial codes for 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.

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** and press **Submit**.
Step 4 Press **New**.
Step 5 Enter first name, last name, and optionally a nickname.
Step 6 Press **Phones**, enter the phone number along with any required access codes, and then 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

A fast-dial code makes it easier to call a contact.
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**.

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**, then **Edit**.
Step 5 Modify the entry information.
Step 6 Press **Phones** to modify a phone number.
Step 7 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**, then **Edit**, then **Delete**.
Step 5 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**.

View Your Recent Calls

Check to see who's called you recently.
Procedure

Step 1 Press **Applications** .

Step 2 Select **Recents**.
When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.
Step 3 If you have more than one line, select a line to view.
If two lines on your phone are configured for the same number, only the line that receives the call shows the call details in the call history.

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) Select **All lines** or the required line.
Step 4 Select the number that you want to dial.
Step 5 (Optional) Press **EditDial** to edit the number.
Step 6 Press **Call**.

Clear the Recent Calls List

You can clear the Recents list 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 holds only 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.

Settings Menu

You can control some attributes and features on your phone from the **Settings** menu.

Change the Wallpaper

Your administrator may allow you to change the wallpaper or background image.
Wallpapers are supported on both your Cisco IP Phone and your key expansion module, if you have one attached to your phone.

Procedure

Step 1 Press **Applications** .

Step 2 Navigate **Settings** > **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.

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.

Step 5 Press **Set** to use the ringtone.

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.
To check which phone model you have, press **Applications** and select **Phone information**. The **Model number** field shows your phone model.
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 Recents
• 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 **Applications** 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**.

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 Turn the ring around the camera clockwise to open the shutter.

Step 2 Press **Applications** .
Step 3 Select **Settings** > **Video** > **Exposure**.

Step 4 Press the Navigation cluster left to decrease, or right to increase, the brightness.
Step 5 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.

Turn Off the Lower Your Voice Alert

If you speak in a loud voice, you can set your phone to remind you to speak at an appropriate level. When you speak loudly (over a predefined threshold), a warning message is displayed on the phone screen. A tone plays when you speak loudly after the first warning.

You should lower your voice or select **Ignore** to dismiss the message.

Your administrator can enable or disable this feature. When disabled, you don't see the message or the item in the **Settings** menu.

When enabled by your adminsitrator, the Lower Your Voice is enabled by default on your phone, but you can turn it on. It is available for handsets and headsets only.

Procedure

Step 1 Press **Applications** .

Step 2 Navigate **Settings** > **Lower your voice**.

Step 3 Press **Off**.

Step 4 Press **Ok** on the pop-up window.

Enable Voice Feedback from Accessibility

You can enable or disable the Voice Feedback feature by pushing the Select button on the Navigation ring three times. But you can also access this feature from the Accessibility setting on your phone.

With Voice Feedback enabled, you press your Softkey buttons twice to use or configure a feature.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Accessibility** > **Voice Feedback**.

Step 3 Select **On** to enable the feature.

Step 4 Select **Exit** twice to save your settings and return to Applications.

Adjust Voice Speed

You can customize the speed of Voice Feedback if it reads too quickly or too slowly. Voice Feedback must be enabled before you can select a Voice Speed.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Accessibility** > **Voice Speed**.

Step 3 Press the Navigation cluster up and down to navigate. Press **Select** to choose a speed.

Step 4 Select **Save** twice to save your settings and return to Accessibility.

Step 5 Select **Exit** twice to return to Applications.