Place a Call

Enter a number and pick up the handset.

1. Internal office call dial 2 + 2XXX.
2. Mission or Post to Post calls, refer to Dial Plan.
3. **Direct Dial (Local, National or IDD) 9 + number (refer to dial plan).**

Answer a Call

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

Put a Call on Hold

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

View Your Recent Calls

1. Select a line to view.
2. Press   Applications ⚙ .
3. Scroll and select Recent.

Your Phone

① Incoming call or voicemail indicator

② Line and feature buttons

③ Softkeys

④ Back, Navigation, and Release

⑤ Hold, Transfer, and Conference

⑥ Headset, Speakerphone, and Mute

⑦ Voicemail, Applications, and Directory

⑧ Volume

Line and Session Buttons

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

Buttons illuminate to indicate status:

▬ Green, steady: Line is idle

▬ Red, steady: Line in use

▬ Red, flashing: Incoming or held call

▬ Amber, steady: Line is unregistered

Transfer a Call to Another Person

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

Add Another Person to a Call

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

Cisco IP Phone 8800 Series Multiplatform Phones

Place a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press Headset [🎧].

Place a Call with the Speakerphone

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

Mute Your Audio

1. Press Mute [🎤].
2. Press Mute again to turn mute off.

Listen to Voice Messages

Press Messages [▭] and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward All Calls

1. Press the Forward softkey.
2. Dial the number that you want to forward to and press the Call softkey.
3. When you return, press the Clr fwd softkey.

Adjust the Volume in a Call

Press Volume [− +] left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

Press Volume [− +] left or right to adjust the ringer volume when the phone is not in use.

Change Ringtone

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

Adjust the Screen Brightness

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

Call Pick Up

1. Answer a ringing extension in group
2. Lift handset and press Pickup softkey.

Last Number Redial

1. Press redial softkey.
2. Dials the last number called