



Your Phone

- ① Incoming call or voicemail indicator
- ② Camera (Cisco IP Phone 8845 and 8865)
- ③ Feature (left) and session (right) buttons
- ④ Softkeys
- ⑤ Back, Navigation Bar & Round Select Button, and Release
- ⑥ Hold, Transfer, and Conference
- ⑦ Headset, Speakerphone, and Mute
- ⑧ Voicemail, Applications, and Directory
- ⑨ Volume

Feature and Session Buttons

Feature Buttons (left side) – used for features such as **Speed Dial** or **Call Pickup**, and to view your status on another line.

Session or Line Buttons (right side) – used to answer a call or resume a held call.

Buttons illuminate to indicate status:

- x Green, steady: Active call
- x Green, flashing: Held call
- x Amber, steady: Private line in use
- x Amber, flashing: Incoming call
- x Red, steady: Remote line in use
- x Red, flashing: Remote line on hold

Make a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing amber line button.

Put a Call on Hold

1. Press Hold .
2. To resume a held call, press Hold again.

View Your Recent Calls

1. Press Applications .
2. Select Recent.
3. Select a line to view.

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.

Add Another Person to a Call

1. From a connected call that is not on hold, press Conference .
2. Press Active calls to select a held call.
3. Press Conference again.

Make a Call with a Headset

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

Make 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.

Stop Your Video

(Cisco IP Phone 8845 and 8865 only.)

1. Turn the camera shutter counterclockwise to stop your video.
2. Turn the camera shutter clockwise to start your video.

Listen to Your 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. Select a line and press the **Forward All** softkey.
2. Dial the number that you want to forward to, or press Voicemail.
3. To receive calls again, press **Forward Off** 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 the Ringtone

1. Press Applications .
2. Select Settings > Ringtone.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press **Set** and **Apply** softkeys to save a selection.

Adjust the Screen Brightness

1. Press Applications .
2. Select Settings > Brightness.
3. Press the Navigation cluster left to decrease, or right to increase, the brightness.
4. Press Save.

Change the Font Size

1. Press Applications .
2. Select Settings > Font Size.
3. Select a font size.
4. Press Save.

Soft Keys

Located below the phone screen, gives 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.

Examples of some of the softkey functions available during different phone operations:

1. When the Phone is on the hook (idle)
 - Redial
 - New Call
 - HLOG – log in and out of hunt groups
 - Pick Up – if part of a pickup group, you can answer a call that rings on another phone within your call pickup group
 - Mobility – the ability to sign into a different phone on the network and have it act the same as your phone
2. When Connected (active call)
 - Hold
 - End Call
 - Transfer
 - Park – ability to park an active call and then retrieve the call from your phone or another phone (i.e. coworkers' desk or conference room)
 - Conference
3. When On Hold (actively holding a call)
 - Resume
 - New Call
4. When Off Hook (handset is picked up)
 - Redial
 - End Call
 - Forward All
 - Pick Up