Getting started with Cisco 88xx Range

8811/8841/8851/8861 Phone



Your Phone

- 1. Incoming Call or Voicemail Indicator
- 2. Line and Feature Buttons
- 3. Soft Key Buttons (multi-functional)
- 4. Navigation Select / Return / End Call
- 5. Hold / Transfer / Conference
- 6. Headset / Speakerphone / Secrecy
- 7. Messages / Applications / Contacts
- 8. Volume Bar

8811 - Greyscale Screen only

Lines, Features and Session Buttons

Split screen functionality with 5 programmable line keys and feature buttons on the left. Session buttons for answering calls, hold/resume calls, viewing missed calls on the right.



The Applications key is used to access Call History, Services and Preferences.

Please Note – Not all features may be programmed on your device

Place a Call

Lift the Handset:

Dial an internal extn number, or Prefix an external call with your access code (Usually 9 or 0)

To End the Call - Replace the Handset

Hands-free functionality:

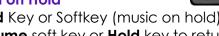
Press New Call Softkey, Speakerphone, or Headset Key. Dial the number. Press End Call Soft key to hang up

Answer a Call

While the phone is ringing: Lift the Handset

For Hands-free functionality: Press the **Answer** Soft key, or Press the flashing Line Key, the Speakerphone or Headset button

Put a Call on Hold



Press Hold Key or Softkey (music on hold) Press Resume soft key or Hold key to return

Mute / Secrecy



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Press Mute Key (red light indicates secrecy) Press Mute Key again to turn off

Transfer a Call

While active on a call, Press the **Transfer Key** Enter the phone number (9 or 0 for External)

Direct Transfer - Press Transfer Key to send the call while ringing Consult Transfer - Wait for the call to be answered, announce the call.

Press Transfer Key again

If the call is busy - Press the Cancel key If the call is not answered or your colleague cannot take the call - Press End Call. Press **Resume** to return to the original caller

Conference



While on a call, press Conference Key Dial the phone number required Once answered, Press Conference Key again to join the 3rd party Repeat up to max of 6 parties

If the call is busy or not answered Press the Cancel/End Call Soft Key to end that call Press **Resume** to return to the conference call or original caller

Forwarding Calls

To avoid missing calls when you are not at your desk, you can forward calls to another phone number.

Press CFwdAll Soft Key

Type the extn number to receive your calls For External divert input access code (9 or 0) first *(CFWD External may be restricted)

To De-activate: Press Forward Off Soft Key

Forwarding Calls to Voicemail

Press CFwdAll Soft Key Press the Voicemail Messages Key To send all calls to Voicemail To De-activate: Press Forward Off Soft Key



80

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Pick-up Groups

You may be a member of a Pick-up Group A notification or tone will alert of available calls to answer

Press the **Pick-up** Soft Key (or More Key first) The call will be presented to your phone Lift the Handset or Press Answer Soft Key to accept the call

Call Back – (Internal Calls Only)

On Busy Tone or Ring Tone Press Call Back Soft key, replace handset A tone will indicate when the user is available Press Dial, Lift the Handset to call user

Voicemail

Voicemail Notifications: The Red Light will be illuminated on your handset and a message icon will appear on your phone screen.

To access Messages from your own phone:

Press the Voicemail Messages Kev Enter your PIN followed by #

(Default Pin 13579 #)

Voicemail Enrollment

You will need to complete Enrollment steps on first Login:

Record your Name #

Record a Personal Greeting if required # Change your PIN #, repeat PIN # to confirm Confirmation that Enrollment has been successful.

Messaae Controls:

- 1. Repeat Message
- 2. Save Message
- 3. Delete Message
- 4. Reply
- 5. Forward Messaae
- 6. Mark it New
- 7. Rewind Message
- 9. Message Properties
- 0. Help

Voicemail Menu: Greetings & Settings

- 1. Listen to Messages
- 2. Review Old Messages
- 4. Set Up Options
- Record Greetings Prompt 1
 - 1. To record a personal greeting
 - 2. To record an alternate areetina

Preference Settings – Prompt 2

- 1. To change your PIN
- 2. To change your Name

Follow message prompts for other settings available

Access Voicemail Remotely

Dial your company's direct voicemail number (if available)

Or dial your own Telephone Number

Once answered by Voicemail

Press *

Enter Your User ID # (Telephone Number) Enter your PIN # Follow all menu prompts as normal

Extension Mobility

This allows you to Log-in to any desk phone to retrieve your phone profile while at another desk or office.

Log In to your Phone



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Press the **Applications** key on your phone Use navigation key to highlight Extension Mobility/Login and press Select Enter User ID (as supplied) Arrow down to PIN Enter your **PIN number** (as supplied) Press Submit The phone will reset to your phone profile

Log Out of your Phone

Press the **Applications** key on your phone With Extension Mobility/Logout highlighted Press Select

At the Logout prompt, press Yes You will then receive a logout successful message and the phone will reset back to its oriainal settinas.

Change your Extn Mobility PIN

Press the Applications key on your phone Navigate to Extension Mobility and press Select Select Change PIN

Enter the following information

User ID (Telephone number) Enter Current PIN Enter New PIN Confirm PIN, Press Change



New messages will be played first.