Quick Start

Cisco IP Phone 8800 Series

1 Place a Call
To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Make a Video Call
The Cisco IP Phone 8845 and 8865 support video calls using the built-in camera. To start video while on a call, open the camera shutter. To stop video while on a call, close the camera shutter.

Redial Last Number
Press Redial to redial on your primary line. To redial on another line, press the line button first.

Dial On-Hook
1. Enter a number when the phone is idle.
2. Lift the handset or press Call, Headset, or Speakerphone.

Speed Dial
Enter a speed-dial item number and press SpeedDial. You may also have speed dials assigned to some buttons along the left side of your phone.

2 Answer a Call
New calls display as a flashing amber line button, an animated icon and caller ID on the screen, and a flashing red light on your handset.

Answer Multiple Lines
You can answer a call through an actionable incoming call alert if this feature is available.

If you are talking on the phone when you get another call, a message appears on the phone screen. Press the flashing amber line button to switch lines and press the session button to answer the second call and put the first call on hold.

3 Hold
1. Press Hold. The hold icon appears and the session button flashes green.
2. To resume a call from hold, press the session button, Resume, or Hold.

4 Transfer
1. From an active call, press Transfer.
2. Enter the transfer recipient’s phone number.
3. Press Transfer again (before or after the party answers). The transfer completes.

Direct Transfer
You can transfer the active call to the held call either on the same line or across lines.
- From an active call, press Transfer.
- Press Active calls to select the held call, and press Transfer again to finish the call transfer.

5 Conference
1. From an active call, press Conference.
2. Make a new call.
3. Press Conference again (before or after the party answers). The conference begins and the phone displays “Conference.”
4. Repeat these steps to add more participants. The conference ends when all participants hang up.

Join Calls
You can conference the active call with the held calls either on the same line or across lines.
- From an active call, press Conference.

Transfer
- Press Conference to select the held call, and press Transfer again to create the conference.

View and Remove Participants
During a conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

6 Mute Audio
1. While on a call, press Mute. The button glows to indicate that mute is on.
2. Press Mute again to turn mute off.

7 Forward All
1. To forward calls received on your primary line to another number, press Forward all.
2. To forward calls to another number, enter a phone number.
3. To forward all calls to voicemail, press Messages.
4. To cancel call forwarding, press Forward off.
To set up forwarding on a secondary line, press the line button to select the line and press Forward all.
To set up forwarding remotely, access your Self Care Portal.

8 Voicemail
New message indicators:
- A solid red light on your handset
- A stutter dial tone (if available)
- The voicemail icon and number display on the screen along with one idle session button

Listen to Messages
Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

9 Divert
Press Divert when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail or to another number set up by your system administrator.

10 Call History
View Call History
1. Press Applications.
2. Scroll and select Recents.
3. Select a list to view. Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call, press More, and then press Details.

Note: For best results, print on 8.5-inch x 14-inch (legal-sized) paper.
Screen Contrast (8811 only)
1. Press Applications .
2. Select Settings > Contrast.
3. Press the Navigation cluster left or right to change the contrast and press Save.

Font Size
1. Press Applications .
2. Select Settings > Font Size.
3. Press Tiny, Small, Regular, Large, or Huge.
4. Press Save.

Dial Call History
1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press More > Edit Dial.
4. To adjust the ringer volume, press Volume left (-) or right (+).
5. To silence the phone when ringing, press Volume left (-) one time. Press Volume left (-) multiple times to lower the ringing volume.

Note
If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.

Session buttons are located on the right side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.

Softkeys
Four softkey buttons are located below the phone screen. You can press More (when available) to reveal additional softkeys.

List and Menu Navigation
Press up, down, left, or right on the four-way Navigation cluster.

A scroll bar on the screen indicates your relative position within a list.

To select the highlighted item, press Select. Oz, use the keypad to enter the corresponding item number.

Exit a Menu
To exit a menu completely, press Exit.
To go back one level in a menu, press Back .

Note
If you press and hold Back, you exit a menu completely.

14 USB Charging
To charge your mobile phone, use the side USB port of the Cisco IP Phone 8851 or 8851NR, or use the side or back USB port of the Cisco IP Phone 8861 or 8865. To charge your tablet, use the back USB port of Cisco IP Phone 8861 and 8865.

15 Intelligent Proximity
(Intelligent Proximity is applicable to Cisco IP Phone 8845, 8851, 8861, and 8865; it is not supported by the Cisco IP Phone 8811 or 8851NR.) If your administrator has enabled this feature, you press the second line button to open the Bluetooth menu to pair and connect your smartphone or tablet.

After your smartphone or tablet connects, its name displays on the second line label and you use this line to manage your smartphone or tablet calls. You can also use the Hands-free 2-way audio entry in the Bluetooth menu.

1. Press Applications .
2. Select Bluetooth.
3. Enable or disable Hands-free 2-way audio.

16 Tips
How Can I Keep Track of Multiple Calls?
Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared lines:
- Connected call—Solid green
- Held call—Flash ing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flash ing red

What Is the Best Way to Use My Headset?
If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar. Press Answer to automatically answer the call using the headset.

How Do I Set Up Speed Dials?
To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Self Care Portal. Contact your administrator for the Self Care Portal URL.

17 For More Information
Find User Guides, Quick Start Guides, and Quick Reference Cards online:

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