Place a Call

Enter a number and pick up the handset.

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 **Recents**.

Your Phone

① Incoming call or voicemail indicator

② Camera (Cisco IP Phone 8845 and 8865)

③ Line and feature buttons

④ Softkeys

⑤ Back, Navigation, and Release

⑥ Hold, Transfer, and Conference

⑦ Headset, Speakerphone, and Mute

⑧ Voicemail, Applications, and Directory

⑨ 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.

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.

Stop Your Video

1. Turn the ring around the camera counterclockwise to close the shutter.
2. Turn the ring around the camera clockwise to open the shutter.

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**.

Pair a Mobile Device

(Cisco IP Phone 8851 and 8861 only.)

1. On your desk phone, press **Applications** ⚙ .
2. Select **Bluetooth > Devices**.
3. Select **Scan**.
4. Select the mobile device from the available devices list to pair.
5. Select **Connect.**
6. If prompted, verify the passkey on the mobile device.
7. If prompted, verify the passkey on the desk phone.
8. Choose to make your mobile device contacts and call history available on your desk phone.

User Guide

View the full User Guide at https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/products-user-guide-list.html