Department of Information Systems
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Quick Reference Guide

8800 Series VoIP Phones

1 Place a Call

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

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, Speakerphone, or **Select**.

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

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 line button flashes green.

2. To resume a call from hold, press the flashing green line button, **Resume**, or **Hold**

4 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.

5 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.

6 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**.
• Press Active calls to select the held call, and press Conference 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**.

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**.

8 Voicemail

New message indicators:
• A solid red light on your handset
• 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.

10 Call History

View Call History

1. Press **Applications**.
2. Scroll and select **Call History**.
3. Select a line 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**.

View Missed Calls Only

1. View your call history.
2. Press **Missed**. Alternately, press the session button mapped to the Call History icon.

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** > **EditDial**.

11 Settings

Volume

The Volume bar is located to the left of the keypad.

`—  +`

• To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
• To adjust the ringer volume, press Volume on the left (-) or right (+).
• To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.

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** to save a selection.

Screen Brightness

1. Press Applications ⚙.
2. Select Settings > Brightness.
3. Press the Navigation cluster left or right to increase the brightness and press Save.

Font Size

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

12 Navigation

Where are the Line Buttons?

Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Where are the Session Buttons?

Session buttons are located on the right side of the phone screen.

Where are the Softkeys?

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

How Do I Navigate in a List or Menu?

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.

How Do I Select an Item in a List or Menu?

With the item highlighted, press Select. Or, use the keypad to enter the corresponding item number.

How Do I 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.

13 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:
• Ringing call—Flashing amber
• Connected call—Solid green
• Held call—Flashing green
• Shared line in-use remotely—Solid red
• Shared line on hold remotely—Flashing 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.

1 Handset light strip
Indicates an incoming call (flashing red) or new voice message (steady red).
2 Phone screen
Shows information about your phone such as directory number, active call and line status.
**3** Programmable feature buttons and Session buttons

Your phone provides quick access to your phone lines, features, and call sessions
**4** Softkey buttons

Softkey options displayed on your phone screen
5 Navigation cluster and Select button

The Navigation cluster and Select button allows you to scroll through menus, highlight items and select the highlighted item.
**6** Release Button

7 Hold/Resume button

Places an active call on hold and resumes the held call.
8 Conference button

Creates a conference call.

9 Transfer button

Transfers a call.
10 Speakerphone button

Toggles the speakerphone on or off.
11 Mute button

Toggles the microphone on or off.
12 Headset button

Toggles the headset on or off.
13 Keypad
14 Volume button

Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
15 Contacts button

16 Applications button

17 Messages button

18 Back button

19 Handset