



Cisco IP Phone User Guide



Introduction

Your new Cisco 88XX multi-line phone is a state of the art IP (Internet Protocol) telephone utilizing our high-speed data network to handle all voice calls.

It has many easy to use and updated features as discussed in this quick reference guide. The following are some of the features available with the new telephones.


- The capability to answer multiple calls at the same time on each line
- Every phone has Caller ID, Voice Mail Waiting Light and one touch Redial
- Phones feature a high quality two-way speakerphone
- 10-digit dialing to all other DIT facilities on the network.

This guide describes features of the phones in order of most frequently used features, to more advanced functionality.

- + Your new phone has many different types of buttons. Throughout this document, we refer to **Softkeys**, which are the row of black buttons beneath the display.  They are called “Softkeys” because their function changes depending on what task you are performing.
- + **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.
- + **Session buttons** are located on the right side of the phone screen.
- + **Navigation button** is located in the center of the phone  This button allows you to navigate left, right, up and down through lists and grids and select options.

Answering a Call

New calls display in these ways:

- A flashing amber line button
- An animated icon  and caller ID
- A flashing red light on your handset

To answer the call, lift the handset or press the flashing amber session button. OR, press the speaker or headset button.

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

Tracking 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

Placing a Call

There are several ways to place a call.

- Lift the handset and dial the number; or
- Press **Speaker** button, then dial the number; or
- Press the line button (which activates the Speaker), then dial the number; or
- Press the **New Call** softkey (which activates the Speaker), then dial the number.

+ *NOTE - You can also PRE-DIAL the number, then use any of the methods above to place the call.*

Internal Calling

- Dial the 10-digit phone number (919-754-xxxx).

External Calling


- Local: Dial the ten-digit number.
- Long Distance: Dial the ten-digit number.

Last Number Redial


Lift the handset and press the Redial soft key.

+ *NOTE: You can simply press the Redial softkey to initiate the call via Speaker.*

Put a Call on Hold

- 1) To put a call on hold, press the **Hold** button .
- 2) To return to the call, press the **Resume** softkey.
- 3) If multiple calls are on hold, use the Navigation button to select the desired call

Mute

While on a handset or speaker call, press the **Mute** button  (bottom right of phone). It will turn red, and


your microphone is disabled. The caller cannot hear you, but you can still hear them. To cancel, press the **Mute** button again.

Speakerphone




Press the **Speaker** button (bottom right of the phone). If already on a call, it will activate the speaker. If not on a call, pressing the **Speaker** button will provide dial-tone. The button will turn Green when **Speaker** is active.

Transfer a Call


- 1) During a call, press the **Transfer** button . You will hear dial-tone.
- 2) Dial the phone number to which you want to transfer the call.
- 3) If desired, announce the call to the called party.

- 4) Press **Transfer** again to complete the transfer, or:
- 5) Press the **Cancel** softkey to cancel the transfer.
Touch the blinking line button to return to the original call.


Establish a Conference Call

- 1) During a call, press the Conference button . You will hear dial-tone.
- 2) Dial the phone number of the new party to add.
- 3) When connected, press **Conference** again. All three parties are connected in a conference call.
- 4) Press the Cancel softkey to cancel the transfer.
Touch the blinking line button to return to the original call.
- 5) Repeat steps 1 -4 to add additional parties – there can be a total of four **remote** parties in a conference.

Change the Ring Tone

- 1) Press the Applications button .
- 2) Press **2** to select Settings.
- 3) Press **2** to select **Ringtones**.
- 4) Use the Navigation button to scroll through the list of ring types and press the **Play** softkey to hear the selected ring.
- 5) With the desired ring highlighted, press the **Select** softkey
- 6) Press the **Save** softkey to accept the selection.
- 7) Press the **Exit** softkey three times to return to the main screen.

Access Voice Mail from your telephone

- 1) Press the Voicemail button  to access voicemail.
- 2) Enter your password when prompted. Your default

voice mail password is 121212. The system will ask you to change your password, record a name a greeting the first time you log in.

You've got voicemail!


Your phone indicates that you have voicemail messages by providing the following cues:

- The red Message Waiting Indicator light at the top of your handset remains lit.
- The Voicemail icon and number display on the screen along with one idle session button.

Accessing Voice Mail Remotely:

- Call 919-754-6500
- Press * when Cisco Unity Connection answers.
- Enter your 10-digit phone number ID preceded by a 1. (1-919-754-xxxx) followed by the # sign.
- Enter your PIN followed by the # sign.

Adjusting the Ringer Volume On Your Phone

Press the Volume button  with the handset on its cradle until the sample ringer reaches your desired volume level

Do Not Disturb

Press the softkey button labeled **DND or Do Not Disturb** to silence a phone's ringer. Press the **DND** button again to cancel.

Adjust The Speaker or Handset Volume

- 1) During a call, press the up or down Volume button until your desired volume level is reached.
- 2) To make this volume change permanent, press the

Save softkey.

Parking a Call


- 1) During a call, press the **4th** softkey once. You will see the **Park** softkey.
- 2) Press the **Park** softkey.
- 3) Make a note of the call park number displayed below the caller ID line (usually “##500”, “##501” etc.)
- 4) Retrieve the call from any phone in the building by dialing the “##xxx” Call Park At code.
- 5) A parked call stays monitored on a green flashing button on the top right button on the display of the phone that parked it.
- 6) If a parked call is not retrieved within two minutes, it will ring back to the phone that parked it.

Decline call



Press the **Decline** softkey to immediately send an incoming call to voicemail and silence the ringer.

Call Forward All Calls – Immediate Forwarding

(Note - Most lines with voice mail are already set to automatically forward to the greeting after 4 rings).

- 1) Press the **Forward All** softkey.
- 2) Enter the number to which you want to forward all of your calls or press the Voicemail button  for immediate forwarding to Voice Mail. Use ten-digits to forward calls to another extension.
- 3) An animated icon and a text message confirm that forwarding is active.
- 4) To cancel call forwarding, press the **Forward All** softkey.

Review Recent Call Lists

- Press the **Applications** button 
- Touch 1 to view all **recent calls**
- Press the **Missed Calls** softkey to view only missed calls
- Use the large round Navigation button  to scroll up and down the list, and select a particular call.

If your phone is equipped with an add-on module allowing you to view additional lines in your group, it has two primary purposes.

- 1) The button corresponding to the name or phone number acts as a visual monitor for you to quickly see if the user of that phone is engaged in a call or not. If they are on a call, the button will be red.
- 2) If the user is not using their phone, that same button serves as a one-touch speed dial to that user.

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