# Cisco IP Phone 8800 Series

## Detailed User Guide

Models covered: 8841 | 8851 | 8861 | 8865
Calls, contacts, voicemail, video, settings and troubleshooting

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# About this guide

This guide explains how to use the Cisco IP Phone 8800 Series in daily work: placing and answering calls, handling several calls at once, using contacts and call history, checking voicemail, using video and Bluetooth, and changing phone settings. It is written for office users, not for administrators.

The guide is based on Cisco's published 8800 Series documentation and on provider and university quick guides for the same phones. Wording and steps have been rewritten and combined into one reference.

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**Important:** Your administrator decides which features are switched on. Some buttons, softkeys and star codes in this guide may look different or be unavailable on your phone. Star codes (such as *72) depend on your phone service provider; the ones listed here come from one provider's guide, so confirm them with your own support team.

# 1 Phone models and what differs

The 8800 Series shares one design and one set of buttons. The models differ mainly in connectivity, expansion support and video.

| Feature | 8841 | 8851 | 8861 | 8865 |
|---|---|---|---|---|
| USB ports | None | 1 | 2 | 2 |
| Bluetooth | No | Yes | Yes | Yes |
| Wi-Fi | No | No | Yes | Yes |
| Intelligent Proximity | No | Yes | Yes | Yes |
| Key expansion modules | No | Up to 2 | Up to 3 | Up to 3 |
| Built-in video camera | No | No | No | Yes |

## Which model do I have?

Press **Applications**, then go to **Phone information** (or Status > Product information). The model number, serial number, MAC address and software version are shown there. You will need these details if you contact support.

## Key terms used in this guide

| Term | Meaning |
|---|---|
| Line | A phone number or extension assigned to your phone. A phone can have several lines. |
| Session | One active call or call attempt. Each call is shown on its own session button. |
| Softkey | A button under the screen whose label changes depending on what you are doing. |
| Shared line | One extension that appears on several phones, so colleagues can see and join calls. |
| BLF | Busy Lamp Field. A line key that shows whether a colleague's line is free, busy or ringing. |
| KEM | Key Expansion Module. An add-on panel with extra programmable line keys. |
| Intelligent Proximity | Lets a paired mobile phone or tablet share calls, contacts and audio with the desk phone. |

## Your phone at a glance

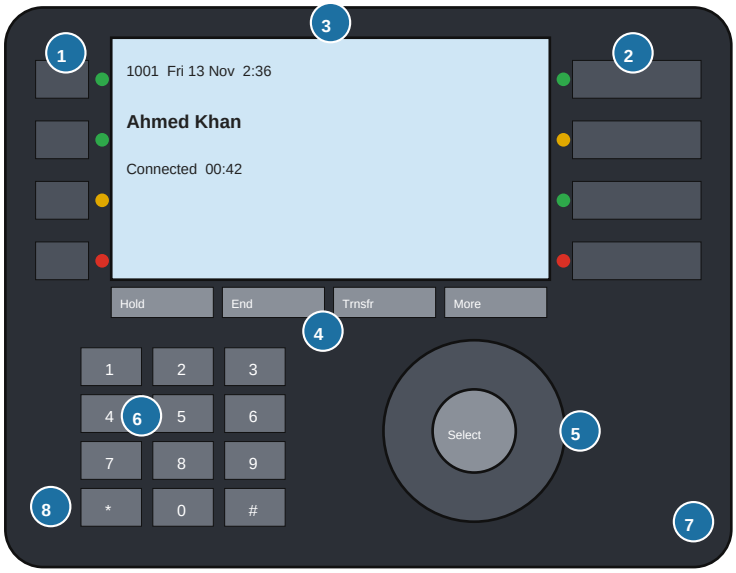



*Figure 1: Main parts of the phone. Chapter 2 explains each control.*

### Front view (simplified)

1. Feature / line buttons (left)
2. Session buttons (right)
3. Screen: header, calls, footer
4. Softkeys (change with context)
5. Navigation ring and Select
6. Keypad
7. Hold, Transfer, Conference, Mute, Headset, Speaker, Volume, Contacts, Applications, Messages (below the screen)
8. Handset light strip (top edge of handset)

# 2 Buttons and controls

Learn the physical controls first. Every other chapter uses them.

| Control | What it does |
|---|---|
| Handset light strip | Flashes red for an incoming call. Stays solid red when you have new voicemail. |
| Programmable feature buttons (left) | Show your lines and features such as speed dial, BLF and call pickup. Press to use them. |
| Session buttons (right) | One per call. Use them to answer, resume or switch between calls. |
| Softkeys | Context buttons below the screen. A **More** softkey reveals extra actions. |
| Navigation cluster | The outer ring scrolls and moves between lines. The inner **Select** button confirms. You can also press a menu item's number on the keypad. |
| Back | Returns to the previous screen. Press and hold for about half a second to return to the main or call screen. |
| Release | Ends the connected call or closes a session. |
| Hold / Resume | Puts the active call on hold and takes it off hold. |
| Transfer | Sends the active call to another number. |
| Conference | Adds a third party to the call. |
| Speakerphone | Turns hands-free speaker mode on or off. Your administrator can disable it. |
| Mute | Stops the other party hearing you. The button lights while muted. |
| Headset | Switches calls to a connected headset. The button lights while the headset is active. |
| Volume | Adjusts handset, headset, speaker and ringer volume. While the phone rings, pressing volume down silences the ring. |
| Contacts | Opens directories and your address book. |
| Applications | Opens call history, preferences, settings and status screens. |
| Messages | Dials your voicemail with one touch. |
| Keypad | Digits 0-9, ***** and #. Hold ***** for about one second to enter **+** for international numbers. |

# 3 Lights, icons and the screen

Colours tell you the state of every line and call at a glance.

## Line key and session button lights

| Light | Meaning |
|---|---|
| Green, steady | Line is ready, or you are on an active call (also a two-way intercom). |
| Green, flashing | A call is on hold. |
| Amber, steady | Line not registered, or privacy, one-way intercom, DND or hunt group login is active. |
| Amber, flashing | Line is registering, or a call is incoming or returning from hold. |
| Red, steady | Line is in use (including a shared line used by a colleague). |
| Red, flashing | Incoming call. |
| Red, pulsing | Call is on hold on a shared line (shown on both phones). |

**Tip:** Different phone software versions use slightly different colour schemes for line keys. If a colour on your phone does not match this table, rely on the icon or the text on the screen.

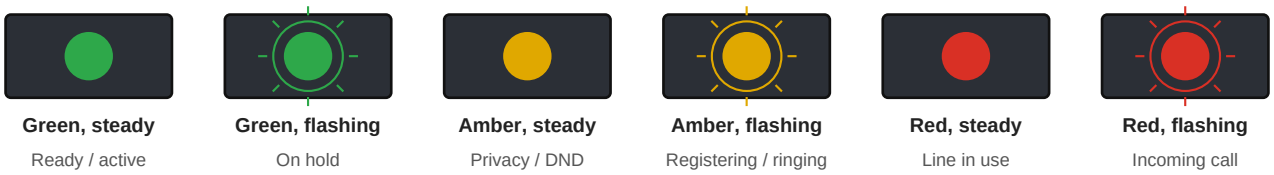



*Figure 2: Line key lights. Rings around a light mean it is flashing.*

## Screen layout

- **Header:** your number or name, the date and time, and status icons.
- **Middle area:** lines, active calls and feature information.
- **Footer:** labels for the softkeys.
- Softkeys can hide after about 10 seconds during a video call. Press any softkey to bring them back.

## Common indicators

| Indicator | What it means |
|---|---|
| Solid red handset light | You have new voicemail. |
| Number badge next to a line | Missed calls or voicemails on that line. A plus sign appears above 99. |
| Exclamation mark (!) | An urgent voicemail message. |
| Stutter dial tone | New voicemail is waiting on the line you are about to use. |
| Lit Mute button | Your microphone is muted. |
| Lit Headset button | Calls are being routed to the headset. |

## Seeing a colleague's status (BLF)

If your administrator has set up line monitoring, a line key shows a colleague's status: green when available, red when busy, fast-flashing red when ringing, and amber when there is an error. It shows status only. It does not show who is calling and does not ring on your phone.

# 4 Setup, care and power saving

Your administrator normally connects the phone to the network. This chapter covers what you adjust on the desk.

## Position the phone

- **Footstand:** adjusts from roughly 35 to 50 degrees. It can need more force than you expect, so adjust it firmly and steadily.
- **Handset rest:** if the phone is wall-mounted, or the handset slips out, rotate the small tab on the handset rest by 180 degrees and seat it back in the slot so it holds the handset.
- **Cable lock:** a laptop-style security lock (up to about 20 mm wide) fits the security slot on the back of the phone.

## Connect to the network

- **Ethernet:** the phone uses a network cable. Most offices use Power over Ethernet (802.3at), so no power adapter is needed.
- **PC port:** a computer can share the same wall socket through the phone's PC port.
- **Wi-Fi (8861 and 8865):** these models can join a wireless network configured by your administrator.

## Power saving

| Mode | How it works |
|---|---|
| Power Save | The backlight turns off after a period of inactivity. Press any button or lift the handset to wake the phone. |
| Power Save Plus | Your administrator sets sleep and wake times to match office hours. The Select button lights white before power-down and a warning ringtone may play. Press any key during the warning to keep the phone awake. |

## Cleaning and care

- Clean the phone and screen with a **soft, dry cloth** only.
- Do not use liquids, sprays or powders. They can damage the display and internal parts.
- Keep the phone on a dry, stable surface away from heat and direct sunlight.
- Do not pull on cables. Disconnecting a USB hub cable during a call can restart the phone.

> **Tip:** If the phone shows an amber line light after you plug it in, it has not registered yet. Wait a minute. If it does not turn green, contact your administrator.

# 5 Making calls

## Place a basic call

1. Lift the handset, or press **Speakerphone** or **Headset**.
2. Dial the number or extension.
3. Wait for the call to connect, or press **Call** to send it immediately.

You can also **predial**: type the number first with the handset down, check it on the screen, then lift the handset, press **Call**, or press Speakerphone or Headset. To end a call, hang up or press **Release** or **End Call**.

## Other ways to dial

| Method | How |
|---|---|
| Redial | Press **Redial** to call the last number. Select a line first if you want to redial on a particular line. |
| International number | Hold ***** for about one second to insert **+**, then dial the country code and number. |
| From call history | Press Applications > Recents, choose a record and press **Call**. Use Edit call to change the number first. |
| From contacts | Press Contacts, find the person and press **Dial**. |
| Return the last call | Lift the handset and dial *69 (provider-dependent). |
| Short codes (example) | 211 community services, 411 directory assistance, 711 relay service, 811 utility locate, 911 emergency. Availability depends on country and provider. |

## Speed dial

- Set speed dials from **Applications > Speed dial** or from your self-care web page.
- To dial, enter the speed-dial code and press **Call**, or press a line key that is set up as a speed dial.
- **Line-key speed dial:** hold an unused line key for 2 seconds to program it. Hold a programmed key for 2 seconds to edit or delete it.
- Speed-dial strings may contain 0-9, # and *. Each comma adds a 2-second pause, useful for extensions or access codes. Example: `95556543,1234,,56789#` dials 9 for an outside line, the number, an authorization code, a 4-second pause, then an extension.
- Redial does not remember the extra digits that follow a pause, so you may be asked to enter them again.

## Caller ID

- Your outgoing caller ID is set by your administrator (main number, your own number, or none).
- Internal calls show the extension and name.
- To hide your number for one call, dial ***67** then the number. To show it for one call, dial ***65** then the number (provider-dependent).

**Emergency:** Dial the emergency number normally. Your location and callback number are sent to emergency services, so make sure your administrator has set the correct location for your phone.

# 6 Answering and managing calls

## Answer a call

- Lift the handset, or press the flashing red session button, or press **Answer**.
- With several lines ringing, the **Answer** softkey picks up the oldest call. To choose one, press that call's session button.
- Press Speakerphone or Headset to answer hands-free.
- A call toast (a small pop-up) shows who is calling for a short time.

## Call waiting

If you are on a call and another arrives, you hear a single beep and the session button flashes. Answering the new call places your current call on hold. Press the held call's button to go back.

- Provider codes can turn call waiting off for one call (*70) or for all calls (*44) and back on (*43).
- You can change the call waiting tone under Applications > User preferences > Call preferences.

## Decline or silence a call

- **Decline** sends the call to voicemail or a preset number.
- Press **Volume down** while the phone rings to silence the ringer without declining. The caller keeps hearing ringing.

## Mute

Press **Mute**. The button lights and the other person cannot hear you, but you can still hear them. Press it again to unmute. On video calls, mute stops audio only; your picture is still sent.

## Hold, resume and switch

1. Press **Hold** to hold the active call. The line button flashes green (or pulses red on a shared line).
2. Press **Resume**, or the held call's line button, to return to it.
3. To switch between two calls, press the other call's line button. The active call goes on hold automatically.

Only one call can be active at a time. A held call that is left too long rings back to you (hold reversion) and flashes amber.

## Multiple lines and shared lines

- Press **All Calls** to see every call on every line, oldest first.
- On a shared line, the screen shows which extension is ringing. When a colleague answers, your button turns solid red. Their held calls pulse red on both phones, and you can resume them if you are allowed to.

## Callback

If you hear a busy or ring tone, press **Callback**. The phone alerts you when the other line becomes free, so you do not have to keep redialling.

# 7 Transfer and conference calls

## Attended transfer (speak first)

1. During the call, press **Transfer**. The caller hears hold music.
2. Dial the person you want to transfer to, or pick them from Contacts.
3. Wait for them to answer and tell them who is calling.
4. Press **Transfer** again to connect the two parties. You can now hang up.

If you hang up before pressing Transfer the second time, the original caller stays on hold.

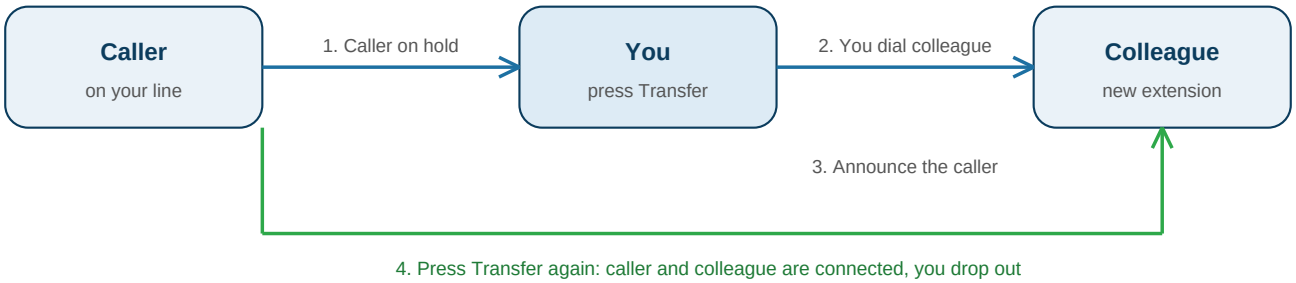



*Figure 3: How an attended transfer works.*

## Blind transfer (no announcement)

1. Press **More**, then **Blind**.
2. Dial the destination number.
3. Hang up. The destination sees the original caller's ID.

## Transfer to voicemail

Press **Transfer**, dial ***00** followed by the extension, then press **Transfer** again (provider-dependent code).

## Conference call

1. While on an active call, press **Conference**.
2. Dial the next person. Their number rings and you can speak to them privately first.
3. Press **Conference** again to bring everyone together.
4. Repeat to add more people, within your system's limit.

- You can also join two calls that are on two different lines: select one, press Conference, then choose the other call.
- The conference ends when all participants hang up. If you are the host, you can remove participants and view the participant list.

## Meet Me conference

A Meet Me conference uses a scheduled conference number. The host dials the number and presses **Meet Me**. Participants who call before the host hear a busy tone and must try again after the host joins. The conference ends when everyone has left.

# 8 Forwarding, DND, pickup, park and blocking

Many of these features use star codes. Codes below come from one provider's guide and can differ on your system. Check with your administrator or use the phone menus and self-care portal where available.

## Call forwarding

Press **Forward All** on the phone to forward every call on a line, and **Forward Off** to cancel. Forwarding is set per line. Forwarding for busy, no answer and no coverage is usually set in the self-care portal. With star codes, lift the handset, dial the code, enter your PIN, then press 1 to turn it on (and enter the destination) or 2 to turn it off.

| Type | Turn on | Turn off |
|---|---|---|
| All calls | *72 | *72, then 2 |
| When busy | *90 | *90, then 2 |
| No answer | *92 | *92, then 2 |
| Out of service | *94 | *94, then 2 |

## Do Not Disturb (DND)

- Press **Applications > User preferences > Call preferences > Do not disturb**, then choose On or Off.
- Or press **More > DND** to turn it on and **Clr DND** to turn it off.
- Star codes: ***78** on, ***79** off.

## Call pickup

- **Pickup:** answers a ringing call in your own pickup group (oldest first). With star codes, lift the handset and dial ***81**.
- **Group pickup:** answers a call outside your group using a group number or the ringing phone's number.
- **Directed pickup:** lift the handset and dial ** followed by the extension that is ringing.

## Call park

Park holds a call so that you or anyone else can pick it up from any phone.

- **Park:** during a call, press the parking-spot key (if you have one) or Transfer, then dial *62 and note the slot number, then press Transfer.
- **Retrieve:** press the parking-spot key, or dial ***66** plus the slot number (for example *6601).
- Unanswered parked calls ring back to you or go to voicemail after a timeout. Parking spots are set up by your administrator.

## Blocking and screening

| Goal | Code (provider-dependent) |
|---|---|
| Block anonymous callers (busy tone) | *77 on, *85 off |
| Block anonymous callers (with message) | *95 |
| Accept only approved callers | *64 on, *74 off |
| Approve a number / block a number | *59 / *60 (then PIN and number) |

**Group paging and intercom:** press the paging line key to speak to a page group. Receiving phones beep three times and connect one-way audio. Intercom calls are one-way at first; the other person can switch to two-way. Both need administrator setup.

# 9 Contacts and call history

## Corporate directory

1. Press **Contacts** and choose the corporate directory.
2. Choose the search field (first name, last name or both) and type the search text.
3. Press **Submit**, select the person and press **Dial**.

Your administrator maintains this directory. You can also search and dial while on a call; the current call is put on hold.

## Personal address book

- **Add:** Contacts > Personal address book > Add. Enter a name and at least one number. You can choose a custom ringtone.
- **Search:** search by name (not case-sensitive). Searching by number is not supported.
- **Edit or delete:** open the entry and choose Edit or Delete.
- Include any access code your system needs, such as 9 for an outside line.
- Some systems ask you to sign in to the personal directory with a user ID and PIN, and to sign out when done.

## Fast dial

Fast dial lets you assign a short code to a personal contact. Open Fast Dial, sign in if asked, choose Personal Fast Dials, and assign or remove codes as needed.

## Call history (Recents)

The phone keeps your recent calls (up to 150 to 180 entries depending on software version), newest first. When it is full, the oldest entry is replaced.

| Task | How |
|---|---|
| View calls | Applications > Recents. Filter by All, Missed, Received or Placed, or by line. |
| See details | Select a record and press **Show detail**. |
| Call back | Select a record and press **Call**. |
| Edit before dialling | Select a record and press **Edit call** (EditDial). |
| Save as a contact | Options > Add to address book. |
| Delete | Delete entry removes one record, Delete list clears a category, and Delete all clears everything. Each asks you to confirm. |

Calls from the same number are grouped only if they are consecutive. Missed calls are grouped separately. The missed-call badge shows per line (up to 99) and clears when you open the list for that line.

# 10 Voicemail

Voicemail is stored on your company's or provider's system, not on the phone. Your phone only tells you when messages arrive.

## How you know there is a message

- A **solid red** light on the handset.
- A number badge beside the line key (a plus sign appears above 99).
- A **stutter dial tone** when you lift the handset.
- An exclamation mark (!) next to urgent messages.

## Listen to your messages

1. Press **Messages**.
2. If asked, enter your PIN followed by #.
3. Follow the spoken menu to listen to, save, delete or reply to messages.

Some systems offer **Visual Voicemail**, which shows messages on the screen so you can view, play, compose, reply, forward and delete without using the spoken menu.

## From another phone or remotely

- Dial ***98**, then your mailbox number or PIN as prompted (provider-dependent).
- Or call your own number from outside, press # during your greeting, then enter your PIN and #.

## Personal options

In the mailbox menu you can usually change your PIN, record your name and greetings, set call forwarding and set call screening. Menu numbers differ by system, so follow the spoken prompts.

> **Security:** Many providers give new mailboxes a default PIN (for example 1234). Change it the first time you log in so nobody else can listen to your messages.

## Good voicemail habits

- Record a clear greeting with your name and when you will call back.
- Check voicemail at least twice a day and delete messages you no longer need.
- If the red light stays on but the mailbox is empty, ask your administrator to refresh the message indicator.
- Use Decline on calls you cannot take so the caller goes straight to voicemail.

# 11 Video, Bluetooth, USB and accessories

## Video calls (8865 only)

Video works only if the other person's phone or device also supports video.

| Task | How |
|---|---|
| Open or close the camera | Turn the ring around the camera clockwise to open, counter-clockwise to close. Audio continues when closed. |
| Check your picture | Press **Self view** to see how you look to the other person. |
| Hide or show video | Use the Hide video and Show video softkeys. |
| Picture-in-picture (PiP) | Press **PiP** to move the small window to another corner. Press **Swap** to switch the main and small views. |
| Brightness (exposure) | Applications > Video > Exposure. Range 0 to 15, default 8. |
| Bandwidth | User preferences > Video > Bandwidth. Auto is the default. If video lags, set a fixed value and lower it until the lag stops. |

Close the camera shutter after video calls so video is not sent to the next caller by mistake.

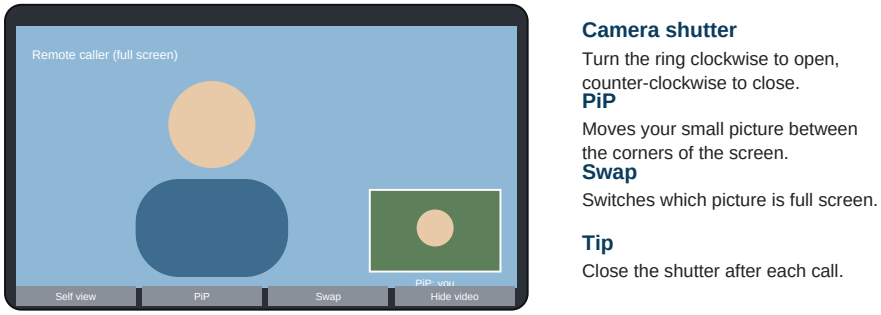



*Figure 4: Video call screen on the 8865 (simplified illustration).*

## Bluetooth (8851, 8861, 8865)

- Pair up to three devices. Only one is connected at a time.
- Best range is about 1 to 2 metres; the maximum is roughly 20 metres in open space. Walls, metal and other electronics weaken the signal.
- **Modes:** Phone (headset only), Handsfree (mobile phone only), or Both.
- **Intelligent Proximity:** pair your mobile phone to answer, decline or place mobile calls from the desk phone, move calls between devices, and share mobile contacts and call history. Tablets can be paired to move audio to the desk phone.

## USB (8851, 8861, 8865)

- Each USB port supports up to five devices through a hub. Use it for compatible headsets and for charging a mobile phone.
- A key expansion module adds extra line keys (up to 2 on the 8851, up to 3 on the 8861 and 8865). Your administrator sets what each key does.

## Headsets

- **Analog (wideband):** connect to the headset port on the back of the phone.
- **USB:** plug into a USB port. **Bluetooth:** pair from Applications > Bluetooth.
- Press **Headset** to route calls to the headset. Turn the Headset button off to return to the handset. Auto-answer works with the headset or speakerphone if enabled.

# 12 Settings and status menus

Press **Applications** to reach all settings.

## User preferences

| Menu | What you can change |
|---|---|
| Call preferences | Call waiting tone, auto-answer page, missed-call shortcut, Do Not Disturb. |
| Audio preferences | Preferred audio device (handset, headset or speaker) and a ringtone for each extension. |
| Screen preferences | Screen saver (clock, picture, logo or lock, and timing), backlight timer (1 min, 5 min, 30 min or always on), brightness, contrast, font size, wallpaper. |
| Attendant console | How names are shown on monitored keys: name, extension, or both. |
| Video preferences (8865) | Exposure and bandwidth. |
| Phone name and line settings | Name shown for the phone and per-line options such as ringtone. |

## Device administration

- **Date and time:** time format, date format, time zone and daylight saving.
- **Language:** choose from the languages your administrator has installed.
- **Power save:** puts the phone to sleep when idle. Press Select to wake it.
- **Restart:** reboots the phone without changing your settings.

## Accessibility

**Voice feedback** reads the screen aloud. Press **Select** three times quickly to turn it on or off, or use the menu. When it is on, press a softkey twice to activate it (the first press reads its name). You can also adjust the speed of the voice once voice feedback is on.

## Status menus

| Screen | What it shows |
|---|---|
| Product information | Model, serial number, MAC address, software and hardware versions. |
| Network status | IPv4/IPv6 addresses, MAC, host name, domain, and the status of the switch and PC ports. |
| Phone status | Uptime and packet counts. |
| Status messages / Reboot history | Time-stamped events and the reasons for past restarts. |
| Wi-Fi messages (8861, 8865) | Connection, disconnection and weak-signal events. |

## Self-care portal

Many settings, such as speed dials, forwarding and personal address book entries, are easier to manage from a web page. Open the portal address from your administrator, sign in with your user ID and password, make your changes and sign out when finished.

# 13 Troubleshooting and quick reference

## Common problems

| Problem | What to try |
|---|---|
| Phone has no display or no power | Check the network cable at the phone and the wall. If you use a power adapter, check it is plugged in. Ask your administrator whether the switch port provides PoE. |
| Line light stays amber | The line is not registered. Wait one minute, restart the phone (Applications > Device administration > Restart), then contact your administrator. |
| No dial tone | Check the handset cord and that the line is green. Try Speakerphone to find out whether the handset is faulty. |
| Caller cannot hear me | Check that Mute is off. Check the correct audio device (handset, headset, speaker) is selected. Re-plug the headset. |
| I cannot hear the caller | Raise the volume with the Volume key during the call. Try another audio device. |
| Phone does not ring | Check Do Not Disturb, forwarding and the ringer volume. Check the ringtone setting for the line. |
| Red light but no voicemail | Open Messages and check. If it stays on, ask your administrator to reset the message indicator. |
| Bluetooth will not connect | Move closer, remove obstacles, check Bluetooth is on in both devices, and delete and re-pair the device. |
| Video is choppy (8865) | Lower the bandwidth setting, or set exposure to the default of 8. |
| Phone restarts during a call | Check whether a USB hub or cable was disturbed. Check the network cable for loose connections. |

## Quick reference

| I want to... | Do this |
|---|---|
| Make a call | Lift handset, dial, press Call |
| Hold / resume | Hold, then Hold or Resume |
| Transfer | Transfer, dial, Transfer again |
| Conference | Conference, dial, Conference again |
| Silence my mic | Mute |
| Stop calls ringing | Applications > Preferences > Do not disturb |
| Check voicemail | Messages |
| Missed calls | Applications > Recents > Missed |

**Support:** For problems you cannot fix, note the phone model, MAC address and software version (Applications > Phone information) and contact your administrator. Cisco's Report a Problem tool can also send logs when your administrator enables it.