

# Cisco 8861 IP Phone | Quick Reference Guide



- 1 Handset Light**- Indicates whether you have an incoming call (flashing red) or a new voice message (steady red)
- 2 Select**- Scroll through menus, highlight items and select highlighted item
- 3 Back**- Return to previous screen or menu
- 4 Voicemail**- Autodial your voice messaging system
- 5 Applications**- Access call history, user preferences and phone settings
- 6 Contacts**- View and search the Corporate directory
- 7 Volume**- Adjust handset, headset and speakerphone volume (off hook) and ringer volume (on hook)

- 8 Release**- End connected call or session
- 9 Hold**- Place a call on hold, press again to activate call
- 10 Transfer**- Answer call press transfer, dial number and press transfer
- 11 Conference**- Answer call, place on hold, dial number and press conference
- 12 Headset**- Plug compatible headset into the back of the phone and press button to activate
- 13 Speaker**- Push and hang up handset to hear caller
- 14 Mute**- Press to mute caller

**Internal Dialing** – 5-digit extension

**External Dialing** – 10-digit (local) or 11-digit number (long distance) with area code. (Ex. 1-203-606-1922)

**Emergency Services** – Dial 911

## Handling Incoming Calls

When you receive an incoming call, three (3) options will appear on the screen for managing the call:

- **Answer** – accepts the incoming call
- **Decline** – immediately sends the call to voicemail
- **Ignore** – silences the ringing of the incoming call and gracefully sends it to voicemail

## Making Calls


- To make an internal call, dial your parties' 5 digit extension.
- To make an external call, dial the 7 or 10-digit number for local or '1' followed by the 10-digit number for long distance
- For emergencies, dial 911.

## Placing Calls on Hold


- During an active call, press the **Hold** softkey or the **Hold** button on the right-side of the phone.
- To resume, press the **Hold** button or the **Resume** softkey.

**Note:** You do not need to place call on hold when you are transferring or conferencing. The phone will automatically place the call on hold once you press the transfer or conference keys.


## Muting a Call

- To mute a call, use the **Mute** button  located on the right-side of your phone. The Mute button will illuminate 'red' when in use.
- To unmute, press the **Mute** button again. The light will turn off once the call is unmuted.

## Transferring Calls

- During an active call, press the **Transfer** softkey or the **Transfer** button  on the right-side of the phone.
- Dial the number you wish to transfer the call to.
- To complete the Transfer, you must press the **Transfer** key again.
  - If you press Transfer **before** the second call is answered, you are invoking a *Cold/Direct Transfer*.
  - If you press Transfer **after** the second call is answered, you are invoking a *Warm Transfer* and you will be able to speak to the person you are transferring to *before* completing the transfer.

## Ad-Hoc Conferencing

- During an active call, press the **Conference** softkey or the **Conference** button  on the right-side of the phone.
- Dial the number you wish to conference into the call or select the **Active Call** softkey, if joining existing calls together.
- To complete the Conference, you must press the **Conference** key again.
  - If you press Conference **before** the second call is answered, you are invoking a *Cold Conference*.
  - If you press Conference **after** the second call is answered, you are invoking a *Warm Conference* and you will be able to speak to the person you are conferencing in *before* completing the conference.

**Note:** The maximum number of attendees per ad-hoc conference is **six (6)**, including yourself.

## Accessing Voicemail

### *Initial Voicemail Setup*

Note – The default voicemail PIN is **724665**.

- Press the **Voicemail** button.
- You will be prompted to begin the Self Enrolment Process to set your voicemail box up.
- Follow the recorded instructions:
  - Record name and press #
  - Record standard greeting and press #
  - Enter a new password and press #

### *Checking Voicemails Remotely*

- Dial your phone number.
- When you hear your greeting press \* (star).
- When prompted, enter your PIN (voicemail password) and press #.
- Follow prompts to listen to your messages.

## Forwarding Calls

- Press the **Forward All** softkey.
  - For *internal*, dial the internal extension. Then, press **Forward all**.
  - For *external*, dial the local 7 or 10-digit number. Then, press **Forward all**.
- You may also forward all calls to voicemail by pressing the **Forward All** softkey. Then, pressing the *Voicemail* button on the phone.
- To turn off forward all, press **Forward off**.

**Note:** You may be required to press ... to display the *Forward all* softkey.

## Call History

- To view Call History, press the down arrow at the bottom of the **Navigation** pad on your phone.

## Intercom Calls

You can use your IP or Webex App to place intercom calls.

When you place an intercom call, the recipient's phone answers the call automatically. Your message will broadcast through the recipient's speakerphone.

### Making an Intercom Call

- Press \*50
- Press the individual 5-digit extension
- Press the # key (Ex. \*50 20091 #)
- Begin speaking after the tone

### Answering an Intercom Call





When you receive an intercom call. Your phone will automatically answer.

You will have two-way communication capabilities.






## Buttons on the Key Expansion Module (KEM)

- 1 **Lighted Buttons** – 18 total lighted buttons for line appearances or speed dials.

-  **Light off** – Line available.
-  **Green Steady** – Line in use by you, you have a call on hold or a call being transferred.
-  **Red Steady** – Line in use by someone else.
-  **Amber Steady** – Line ringing.

- 2 **Shift Buttons** – two (2) total shift buttons location on the bottom of the KEM to switch between pages of lighted buttons.

-  **Green Steady** – Page is in view.
-  **Light Off** – Page is not in view.
-  **Amber Steady** – Page is not in view with one or more alerting calls on page.

## Place a Call on the KEM

- Press the line button on the key expansion module.
- Dial a phone number.
- Pick up your handset.

## Adjust KEM Brightness

- Press the **Applications** button.
- Select **Settings > Brightness > Brightness – KEM**.
- Press right on the phone's Navigation pad to increase brightness OR press left on the phone's Navigation pad to decrease brightness.
- Press **Save**.