



CALNET 3: Cisco Hosted Collaboration Solution from AT&T

Quick reference guide

Cisco Unified IP phone 8831

Version 2.0





Overview

The Cisco Unified IP phone 8831 is a full-featured IP phone that provides superior communication device for conference rooms and conference calls. It has a wired control panel with a dial pad extending from the base station for convenience and flexibility on conference calls. The phone can support 6 calls on one line, utilizes a full duplex speakerphone and a microphone with coverage of approximately 7 feet, around the device. The 8831 has four programmable soft keys to call features and functions.

Cisco Unified IP phone 8831 at a glance



Display Control Unit (DCU) features

1. **Phone screen:** Provides conference phone menu and features.
2. **Soft keys:** Four programmable keys.
3. **Navigation bar:** Navigates through the displayed information on the LCD screen; allows you to scroll menus and select items on the display.
4. **Call button:** Allows you to start, end or answer a new call.
5. **Keypad:** Allows you to dial phone numbers and enter letters.
6. **Mute button:** Temporarily cancels audio transmission. When the microphone is muted, the button is lit.
7. **Volume button:** Controls the incoming audio the speaker.



Sound Base features

1. **LED indicators:** Provides call status information.
2. **Mute buttons:** Temporarily cancels audio transmission. When the microphone is muted, the button is lit.



Placing a call

- Enter or dial a phone number.
- Press Dial.

Notes:

- Internal calls can be completed by dialing the 7-digit extension.
- You must dial 9 to make an external call.
- Call duration is monitored through a call timer on the display.

Answering a call

You can answer a call by:

- Pressing the Call button or
- Choose the Answer soft key

Speed Dialing

The conference station allows 10 speed-dial entries that must be set up by administrators.

To place a call, enter the speed-dial code and press the Speed Dial soft key.

Customizing ringtone

This phone has 29 different ringtones that can be set for each line on the phone.

- Press the Apps soft key.
- Select Preferences.
- Select Ringtone
 - Press Play to play the selected ringtone.
- Press Set to select the ringtone.
- Press Apply to confirm your selection.

Call Waiting

The conference station has a single line, which can handle up to six calls at a time. To answer a call in waiting, press the Answer soft key. This will place the initial call on hold.

Placing a call on hold

During an active call:

- Press the Hold soft key.

To remove from hold:

- Press the Resume soft key.

Notes:

- Music on hold will not play if a conference call is put on hold.
- If multiple calls are held, choose the Calls soft key to list all the holding calls on the screen. Use the Navigation bar to highlight the call you want to make active, and press Resume.
- If you are on a second call and want to remove the first from hold, press the Swap soft key. The held call becomes active and the active call is placed on hold.

LED indicators

The LED indicators on the sound base will change color depending on the event:

- Solid green: Active call in progress
- Flashing green: Incoming (ringing) call
- Pulsing green: Call is on hold
- Solid red: Call is muted



Conference calling

To add a person to an existing call:

- Press the Conf soft key.
- Enter the number of the second person.
- Press the Call soft key.
- When they answer, press the Conf soft key again.
- Repeat these steps to add additional parties to the conference call, for a total of 16 participants (you plus 15 others).

To merge an active call with one on hold:

- Press the Conference button.
- Press Active calls soft key to select a held call.
- Press Conference again.

To view a list of conference participants:

- While in a conference, press ConFList to view a list of the last 16 participants.

To remove a participant from the conference call:

- While in a conference, press ConFList to view a list of participants.
- The initiator can use the Navigation bar to highlight the person's name.
- Press the Remove soft key.

Notes:

While on a conference call:

- Pressing the Hold soft key will allow the other parties to talk amongst themselves but they cannot hear you.
- The initiator can hang up and the other parties will stay connected.
- The initiator is the only person that can add or remove participants from the conference.

Transferring a call

Transferring calls releases the call from your phone.

Call transfer:

Allows you to speak privately to the receiving party before completing the transfer.

- During an active call, press the Transfer soft key.
- Enter the number of the receiving party.
- Press the Transfer button again.

Call transfer directly to voicemail:

Allows you to transfer a call directly to your voicemail or someone else's without ringing their phone.

- During an active call, press the Transfer soft key.
- Press the asterisk followed by the extension number.
- Press the Transfer soft key to complete the transfer.

Cancel call transfer:

- Press the Cancel soft key before the transfer completes.

Note: You do not need to place the call on hold before transferring. During the transferring process, the caller will automatically be put on hold and hear music.



Call history

The phone stores up to 50 instances of each of the following:

- Received calls
- Placed calls
- Missed calls

View your Call history:

- Press the Apps soft key button.
- Select Call History.
- Select a call record and press Details.

Note: Select the Dial soft key to place the call. If the call is from outside your organization, select the Edit Dial soft key to enter the 9 (and a 1 if outside your area code) and then press the Dial soft key.

Contact Directory

The Corporate Directory, maintained by your system administrator, serves as a phone book of corporate contacts.

To make a call:

- Choose the Contacts soft key.
- Select Corporate Directory.
- Select the criteria for your search (first name, last name or number).
- Use your keypad to enter the search criteria and press Search.
- Select the contact.
- Press the Dial soft key to reach that contact or the Call key on the Display Control Unit.

E911 process and procedures

If you call 911 from your office / cubicle, the address displayed for emergency responders is the building address.

- Please notify reception or security and provide the room number or have someone wait at the entrance to direct emergency services.

If a network outage or loss of power:

- Use your cell phone to call emergency services.