Cisco Business Edition 4000 End User Guide

for Cisco IP Phone 8800 Series

Your Phone

① Incoming call or voicemail indicator

② Feature and line buttons

③ Softkeys

④ Back, Navigation cluster, and Release

⑤ Hold, Transfer, and Conference

⑥ Headset, Speakerphone, and Mute

⑦ Voicemail, Applications, and Directory

⑧ Volume

Feature and Session Buttons

Use feature buttons (left side) to view calls on a line or access features such as Speed Dial. Use line buttons (right side) to perform tasks such as resuming a held call. If you use a locale that reads right to left, the feature and session button locations are swapped.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Tasks on Phone and Selfcare Portal

- For information on tasks performed on the phone, see "Tasks on Phone Device" on page 2
- For information on tasks performed on the Selfcare Portal, see "Tasks on Selfcare Portal" on page 4

Information Required from your Network Administrator:

- Lead digit to dial an outside line _____
- Lead digit for Intercom Calls _____
- Lead digit for transferring a call to voicemail of another extension _____

Softkeys available in various states

Softkey	Description	Available States
Answer	Answer incoming call.	Ringing
Conference	Join a conference call.	Connected
Decline	Transfer the call to voicemail.	Hold, Connected
Do not disturb	Put your phone on do not disturb mode.	Idle, Ringing
End call	End an existing call.	Connected
Forward all	Set up or cancel call forwarding.	Idle
Hold	Put a call on hold.	Connected
Hunt group	Log out or log in to hunt group.	Ringing, Connected
Mobility	Enable or disable pushing calls to Single Number Reach (SNR) number.	Idle, Connected
New Call	Make a new call.	Hold, Idle, Remote-in-use
Pickup	Answer a call that is ringing on another phone in your group.	Idle
Redial	Redial the most recently dialed number.	Idle, Connected, Hold
Resume	Resume a held call.	Hold
Show detail	View additional information of the call.	Ringing, Connected, Hold
Transfer	Transfer the current call to another phone.	Connected

Tasks on Phone Device

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing amber line button.

Put a Call on Hold

1. Press **Hold** ⏸ .
2. To resume a held call, press **Hold** again.

Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** 🎧 .

Mute Your Audio

1. Press **Mute** 🎤 .
2. Press **Mute** again to turn mute off.

Adjust the Ringtone Volume

Press **Volume** ➖ ➕ up or down to adjust the ringer volume when the phone is not in use.

Change the 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.

View Your Recent Calls

1. Press **Applications** ⚙ .
2. Select **Recents**.
3. Press the up and down keys in the Navigation cluster to view the call entries.

Listen to Your Voice Messages

Press **Messages** 📼 and follow the voice prompts. To check messages for a specific line, press the line button first.

Transfer a Call to Another Person

1. From a connected call that is not on hold, press **Transfer** 👥 .
2. Enter the other person's extension.
3. Press **Transfer** again (before or after the person answers).

Listen to Messages in a General Delivery Mailbox

1. Press **Messages** 📼 and enter the phone password when prompted.
2. Press **9** to access General Develivary Mailbox (GDM). All the GDMs available for your extension are listed.
3. Press the digit corresponding to the GDM you want to access.
4. Press **1** to listen to the new messages. The new messages are played.
5. Press **1** to repeat, **2** to save or **3** to delete the message. If you save the message, other members logging in to the GDM can listen to message. If you choose to delete, the message is deleted from the GDM and other members cannot listen to the message.

Configure Speed Dial Button

Before you configure speed dial, ensure that you have at least one free line button.

1. Press **Applications** ⚙ .
2. Select **My Phone Apps** > **Speed Dial Buttons**.
3. Press **Add**.
4. Enter the label and number.
   The label entered here is displayed on the line key where speed dial is configured.
5. Press **Submit**.
6. Press **Exit** until you reach **My Phone Apps** screen.
7. Select **Reset**.

Tasks on Phone Device (Continued)

Add Another Person to a Call

1. From a connected call that is not on hold, press Conference ⚇ .
2. Press **Active calls** to select a held call and press **Conference** again to join the calls.

Forward All Calls

1. Select a line and press **Forward all**.
2. Dial the number that you want to forward to, or press **Voicemail**.
3. To receive calls again, press **Forward off**.

Update Single Number Reach

You can edit the Single Number Reach (SNR) number from the phone only if SNR is configured on the Selfcare Portal. For detailed steps on configuring SNR, refer "Configure Single Number Reach" on page 4.

1. Press **Applications** ⚙ .
2. Scroll through the options to **My Phone Apps** and press **Select**.
3. Scroll through the options to **Single Number Reach** and press **Select.**
4. Enter the lead digit to dial an outside line followed by the phone number.

   Contact your network administrator to know the lead digit configured to dial an outside line.

   Example: If 9 is the digit to dial an outside line, 1 is the country code, 555 is the area code, and 9999999 is the subscriber number, you must enter 915559999999.

5. Press **Submit**.

Park a Call

1. From a connected call, press **Transfer** ⚇ .
2. Dial ***** and the extension where you want to park the call.

   Example: If you want to park the call on extension 4501, dial *4501.

3. Press **Transfer** ⚇ again.

Retrieve a Parked Call

1. From any phone, dial ***0*** and the parked extension.

   Example: Dial *0*4501 to retrieve the call parked on extension 4501.

2. Pick up the handset.

Page All

1. Dial 70999.
2. Speak out the paging message.

   The message is played in speaker mode on all the phones.

Transfer a Call to Voicemail of another Extension

From a connected call, dial the lead digit and the extension to which you want to transfer the call as a voicemail.

The call is transferred directly to the voicemail of the dialed extension without ringing on the phone.

Contact your network administrator to know the lead digit configured for transferring a call to voicemail of another extension.

Configure a Personal Speed Dial Directory Entry

Personal Speed Dial entries can be accessed via the Directory button under Personal Speed Dials.

1. Press **Applications** ⚙ .
2. Select **My Phone Apps** > **Personal Speed Dial**.
3. Press **Add**.
4. Enter the label and number.
5. Press **Submit**.
6. Press **Exit** until you reach **My Phone Apps** screen.
7. Select **Reset**.

Place an Intercom call

1. Dial the lead digit and the extension you want to intercom with.

   Contact your network administrator to know the lead digit configured for intercom calls in your network.

2. Speak out the message.

   The message is played in speaker mode on the dialed extension.

3. To answer an intercom call, press the line key.

   A dedicated two-way audio call is established

Answer a Pickup Group Call

Press the **Pickup** softkey to answer the call ringing on any of the extensions belonging to your pickup group.

Tasks on Selfcare Portal

Register to Selfcare Portal

After you receive an email from the Cisco Business Edition 4000 Administrator:

1. Click the **Register** link displayed in the email.
2. Enter your password.

   Your Password must contain:

   - At least 8 characters
   - At most 256 characters
   - At least 1 lower case alphabetic character (a,b,c...)
   - At lease 1 upper case alphabetic character (A,B,C...)
   - At least 1 number (1,2,3...)
   - At least 1 special character (-!@#$%^&*()-_=+[] {}|;:,.<>/?)

3. Enter the captcha security code as displayed on the screen.
4. Click **Continue**.

   My Settings page of Selfcare Portal is displayed.

Sign in to the Selfcare Portal

1. Enter the URL https://myphone.cisco.com.
2. Enter your **Email-ID** and **Password.**
3. Click **Sign in**.

   My Settings page of Selfcare Portal is displayed.

Change Password

1. Choose **My Settings > Change Password.**
2. Enter the Current Password and the New Password.
3. Click **Save**.

Forgot Password

1. Click **Forgot Password?** on Sign in page.
2. Enter your registered **Email** address and **Captcha** security code.
3. Click **SEND LINK**.

   An email containing the link to reset the password is sent to your inbox.

Change Display Name

1. Choose **My Settings > Change Display Name**
2. Enter your desired name in **New Display Name** field.
3. Click **Save**.

Reset Voicemail PIN

1. Choose **My Extensions > Voicemail**.
2. Enter a new four digit number in **Reset PIN** field.
3. Click **Save**.

Configure Single Number Reach

1. Choose **My Extensions > Single Number Reach**.
2. Enter the lead digit to dial an outside line followed by the phone number.

   Contact your network administrator to know the lead digit configured to dial an outside line.

   Example: If 9 is the digit to dial an outside line, 1 is the country code, 555 is the area code, and 9999999 is the subscriber number, you must enter 915559999999.

3. Click **Save.**.
4. Delete the phone number to turn off Single Number Reach.

Divert Calls

1. Choose **My Extensions**.
2. Turn on **Call Forwarding**.
3. Select **Voice Mail** or **Other** from **Forward Calls to** drop-down.
4. Enter the Phone Number if you select **Other**.
5. Click **Save**.
6. Turn off **Call Forwarding** to disable.

Forward Voicemail as Attachments to Email

1. Choose **My Extensions > Voicemail**.
2. Enter your Email address in **Forward to email** field and Click **Save**

Tasks on Selfcare Portal (Continued)

Change Device Name

1. Choose **My Phones > Device Name**.
2. Edit the text as required and Click **Save**.

View Assigned Extension(s)

Choose **My Phones > Assigned to Extension(s).** View assigned extensions for your phone device.

Assign Actions to Phone Buttons

1. Choose **My Phones > Phone Key Layout.**

   The Buttons that you see here depends on your phone model.

2. Select **Speed Dial** or **BLF Speed Dial** for a button other than the extension.
3. Enter a valid phone number.
4. Enter the description.

   The description entered here is displayed on the phone display.

5. Click **Save**.

Refer Documentation

Click on your name displayed on the top right corner and click **Documentation**.

Change the Selfcare Portal Language

1. Click on your name displayed on the top right corner.
2. Click the language name displayed.
3. Select the desired language.

   The Selfcare portal gets localized based on the selection.

Logout of Selfcare Portal

Click on your name displayed on the top right corner and click **Logout**.

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