



Cisco 8800 Series Business Media phone

User Guide

ROGERS BUSINESS
together with **Shaw**

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Phone features

The information in this guide applies to both the Cisco IP Phone 8800 series. Configurations vary and the screen displays used in this guide may not reflect those on your phone. For more information please contact your Rogers Business support representative at 1-877-742-9249.



Features		Description
1	Incoming call/voicemail indicator	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Camera	Rotate the camera clockwise to close the shutter or counterclockwise to open the shutter before you start your video call. ¹
3	Programmable features and line buttons	 Access to phone lines, features, and call sessions.
4	Softkey buttons	 Access to features and services.

1. The camera feature is not available for the Cisco 8851 IP Phone.

Features	Description
<p>5 Back, navigation cluster, and release</p>	<p>Back  Return to the previous screen or menu. If you press and hold the back button for more than 0.5 secs (long press), you will return to the main screen.</p> <p>Navigation cluster  (includes navigation ring and select button). Scroll through menus, highlight items and select the highlighted item.</p> <p>Release  End a connected call or session.</p>
<p>6 Hold, conference, transfer and park/retrieve (unpark)</p>	<p>Press  Hold/Resume or the Softkey to hold a call or resume a held call.</p> <p>Press Conference  or the Softkey to start a conference call.</p> <p>Press the softkeys  below the screen for Call Transfer, Blind Transfer, Park & Retrieve (unpark) Calls.</p>
<p>7 Headset, speakerphone, and mute</p>	<p>Speakerphone  Toggle the speaker phone on or off. When the speakerphone is on, the button is lit.</p> <p>Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit.</p> <p>Headset  Toggle the headset on or off. When the headset is on, the button is lit.</p>
<p>8 Voicemail, applications, and directory</p>	<p>Contacts  Access personal and corporate directories.</p> <p>Applications  Access call history, user preferences, phone settings, and phone model information.</p> <p>Messages  Autodial your voicemail system.</p>
<p>9 Volume</p>	<p> Adjust the handset, headset, speaker phone volume (off hook), and ringer volume (on hook).</p>

Navigation

Use the outer ring of the **Navigation cluster** to scroll through menus and to move between fields. Use the inner Select button of the Navigation cluster to select menu items.



If a menu item has an index number, you can enter the index number with the keypad to select the item.



Navigation ring

Main Screen

● 4036003410	Oct 16 4:24 PM	®	
 3410		3415 	
 3411		3416 	
 3412		3418 	
 3413		3419 	
 3414		3429 	
Redial	Forward	DND	Retrieve

The bottom row of the screen contains the softkey labels. Each label indicates the action for the softkey button below directly below it.

Phone screen features

The phone screen shows information about your phone such as directory number, active call and line status, softkeys, speed dials, placed calls, and phone menu listings. The screen is made up of three sections: the header row, the middle section and the footer row.

The **header row** displays the phone number, current date and time, as well as several icons that display when features are active.

The **middle section** displays the information associated with the line and feature buttons on the phone.

Feature and Line Buttons

Use the **feature buttons** (left side) to view calls on a line or access features such as Speed Dial. Use **session 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
-  Red, steady: Remote line in use
-  Red, flashing: Remote line on hold

Put a call on hold

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

Add another person to a call (conference)

1. From a connected call that is not on hold, press **conference**
2. Dial an extension or phone number
3. Press the **Call** button or # to engage the third caller
4. Press **Conference** to connect all three callers 

Forward all calls

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

Transfer a Call (Blind)

1. Press the **softkey**  below the **•••** icon on screen, then press **softkey** for **BlindXfer**
2. Enter the extension or destination number to **directly** transfer the call

Transfer a Call (Consulted)

1. Press the **softkey**  below the **•••** icon on screen, then press the **softkey** for **Transfer** (This will put the caller on hold music)
2. Enter the extension or destination number to consult with the Intended party
3. Press the **Transfer**  softkey to complete the consulted transfer or press the **End Call** softkey  and then press the **Resume** softkey  to get back to the original caller

Park and retrieve calls

1. To **Park** a call, press the softkey  for **Park** or dial ***62**, enter an extension, press **#** or call
2. To **Retrieve** a parked call, press the **softkey** , retrieve or dial ***82** and the extension **#** the call was parked on and press **#** or call to accept the call

Make a call with a headset

1. Plug in your headset in the slot behind the phone
2. Enter a number using the keypad
3. Press the **Headset** button 

Make a call using the speakerphone

1. Enter a number using the keypad
2. Press the **Speakerphone** button 

Answer a waiting call

During an active call, you will hear a single beep and the session button will flash red when there is a waiting call.

1. Press the **line** button
2. Press answer to accept the call and put original caller on hold or press decline and the call will go to voicemail
3. (Optional) If you have more than one call waiting, select an incoming call using the respective **line** button

Listen to voice messages

1. Press the **line** button to check company voicemail, select specific lines and follow the voice prompts

Change ringtone

1. Press **Applications** 
2. Select **User Preferences > 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

Adjust screen brightness

1. Press **Applications** 
2. Select **User Preferences > Brightness**
3. Press the left **Navigation cluster** to decrease brightness or right to increase
4. Press **Save**

Stop/Start video camera

1. Turn the **camera shutter** counterclockwise to stop your video
2. Turn the **camera shutter** clockwise to start your video

Pair a Bluetooth headset

1. On your Cisco Phone, press **Applications** , then **Bluetooth (4)**
2. Select **Devices**, then press **Center** button
3. Set your Bluetooth headset in to **Discovery/Pairing** mode
4. On your Cisco Phone, select **Scan**
5. Your headset should appear, and then press **Connect** to complete pairing

Corporate directory

You can look up a coworker's number from your phone. Your administrator sets up and maintains the directory.

1. Press **Contacts** 
2. Select **Corporate Directory**
3. Select a search criteria
4. Enter your search criteria and press **Submit**
5. Select the contact and press **Dial**

View recent calls

1. Press **Applications** 
2. Select **Recents**
3. Select a line to view

Personal directory

Use the personal directory to store contact information for friends, family or coworkers. Additionally, you can add special speed-dial codes for people who call often. To add a new contact to your Personal Address Book:

1. Press **Contacts** 
2. Sign into your personal directory
3. Select **Personal Address Book** and press **Submit**
4. Press **New**
5. Enter first and last name and an optionally nickname.
6. Press **Phones**, enter the phone number along with any required access codes, and then press **Submit**

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Technical support
business.shaw.ca/support



Complete user guide
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