

# Cisco IP 8800 Series















## Support:

**Phone Guides & Online Training**  
[hawaiiantel.com/VoiceSupport](http://hawaiiantel.com/VoiceSupport)

**Customer Support**  
 643-8647

**Web Portal**  
<https://bvoip.hawaiiantel.com>



Number	Feature	Function
1	Handset light strip	Indicates incoming call (flashing red) or a new voicemail (solid red)
2	Line Keys/ Feature Buttons	 Access your phone lines, features and call sessions
3	Softkey buttons	 Access to functions and services
4	Back, Navigation Ring, Release	 Return to the previous screen or menu
		 Scroll through menus, highlight items and select highlighted items
5	Transfer, Hold/Resume, Conference	 End a connected call or session
		 Transfer a call
		 Place an active call on hold and resume a held call
6	Speakerphone, Mute, Headset	 Create a conference call
		 Used to make and receive hands-free calls – when enabled the button is lit
		 Enable or disable the microphone on an active call – when enabled the button is lit
7	Contacts, Applications, Messages	 Allows you to receive and make calls using an optional headset
		 Access personal and company directories
		 Access recent calls, user preferences, and phone settings
8	Volume Button	 Adjusts the volume of the handset, headset, speaker and ringer

## Dialing Out:

### Internal Calls

4 digit number

Ex: 5555

### On Island & Neighbor Island Calls

7 digit number

Ex: 555-1212

### Mainland Calls

10 digit number (area code + number)

Ex: (555) 555-1212

### Toll-free Calls

10 digit number (area code + number)

Ex: (800) 555-1212

### International Calls

011 + country code + city code + number


Ex: 011 + 19 + 66 + local number

## Placing a Call


### Using the handset:

1. Enter a number and pick-up the handset.

### Using the speakerphone:

1. Enter a number on the keypad.
2. With the handset on-hook, press .

### Using the headset:

1. With the headset connected, enter a number using the keypad then press press .

## Ending a Call

### Using the handset:

1. Hang up the handset or press the **End Call** softkey.

### Using the speakerphone:

1. Press  or press the **End Call** softkey.

### Using the headset:


1. Tap **End Call**.

## Answering a Call


### Using the handset:

1. Pick up the handset.


### Using the speakerphone:

1. Press the  or press the **Answer** softkey.

### Using the headset:


1. Press the .

## Call Forwarding

1. Press the  softkey until **Forward** appears on your screen.
2. Press the **Forward** softkey.
3. Enter the destination number where calls will be forwarded to, or press **\*55** to send all calls directly to **Voicemail**.
4. To disable, press **Clr fwd**.

**Note:** To call forward the office main line, contact your administrator.

## View Call History

1. Select a line to view.
2. Press the  to access **Recents** or press the **Recents** softkey.
3. Scroll and select **Recents**.



## How to Set Do Not Disturb (DND)

**Enabling:** Scroll to **DND** and press the softkey or dial **\*78**.

**Disabling:** Press the **Clr DND** softkey or dial **\*79**.


## How to Transfer a Call

### Consultative Transfer (With Announcement)

1. On an active call, press the **Transfer** button  or press the **Transfer** softkey (the caller will be placed on hold).
2. When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact from the directory).
3. When the party answers, announce the call and press the **Transfer** button  or press the **Transfer** softkey.


**Note:** When the call is transferred, Caller ID will show the party who transferred the call rather than the original caller ID.

### Blind Transfer (Without Announcement)

1. On an active call press  softkey until you see **Blind Xfer**.
2. Press the **Blind Xfer** soft key (the caller will be placed on hold).
3. When you hear dial tone, dial the contact number you want to transfer the call to (you can also select a contact from the directory).
4. The call is successfully transferred and will disappear from your screen



**Note:** The inbound Caller ID will appear on the phone where the call was transferred to.

## How to Transfer a call directly to Voicemail


1. On an active call, press the **Transfer** button  or press the **Transfer** softkey.
2. When you hear dial tone dial **\*55** and wait for the announcement to play.
3. The announcement will say "To transfer your call to your mailbox, press the # key or hang up. To transfer your call to another mailbox, enter the mailbox ID now followed by the # key. To cancel, press the \* key".
4. Enter the mailbox ID that you wish to transfer the call to followed by the # key.
5. You'll hear a confirmation the transfer has been completed.

## How to Set Up a 3-Way Conference

### Creating a Conference



1. On an active call tap **Conference**  (the caller will be placed on hold).
2. When you hear the dial tone, dial the number of the party you wish to have a conference with (you can also select a contact from the directory).
3. After the party answers, tap **Conference**  and the conference call will be connected.

## Accessing Voicemail

1. Press the Messages button .
2. Follow the voice prompts.

**Note:** To check messages for a specific line, press the line button first.

## How to change your ring tone

1. Press the Applications button .
2. Select **User preferences > Audio preferences > Ext (n) – Ring tone**, where n= extension number.
3. Scroll through the list of ringtones and press **Play** to hear a sample.
4. Press **Select** and **Set** to save a selection.
5. Press back arrow  to exit.