

Cisco IP 8800 Series

Support:

Phone Guides & Online Training
hawaiiantel.com/VoiceSupport

Customer Support
(808) 643-0778

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
		 End a connected call or session
5	Transfer, Hold/Resume, Conference	 Transfer a call
		 Place an active call on hold and resume a held call
		 Create a conference call
6	Speakerphone, Mute, Headset	 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
		 Allows you to receive and make calls using an optional headset
7	Contacts, Applications, Messages	 Access personal and company directories
		 Access recent calls, user preferences, and phone settings
		 Automatically connect to your voicemail box
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.