Business Calling

Phone Guide

altafiber

elevating connection

altafiber business

Phone Features and Diagrams

Table of Contents

To view a full list of guides and support for Cisco Phones and Products, visit Cisco's Support Site.

elevating your business

How to Add or Update a Speed Dial

1. Hold down an unassigned line key on the side button you want to use.
2. Use the T9 number keys to enter in your display name (characters are limited). *For example, if naming your Speed Dial "It", you would click #4 three times for 'I" and #8 one time for "T".*
3. Add internal extension or external phone number.

1. To modify a speed dial, press and hold desired line key.
2. Use the T9 number keys to enter in new display name (characters are limited).
3. Add the new internal extension or external phone number.

How to Manage Your Voicemail

Checking Voicemail

1. Press the Messages button.

2. Type in your mailbox ID followed by the # key.

3. Enter your password (This is typically a 6-digit code followed by the # key).

4. Listen to the voicemail prompts.

5. Select prompt 1 to listen to your voicemail box.

Adding or Changing Voicemail

1. Press the Messages button.

2. Type in your pin followed by the # key (your default pin is 12345#).

3. Listen to the voicemail prompts and select your desired path.

4. Record your name for the voicemail greeting.

5. Choose either default or standard for voicemail type and follow the instructions on how to update your full greeting.

elevating your business

How to Park and Pick Up a Call

With a physical phone…

To park a call to a user or call park extension, the parking user puts the active call on hold and initiates a new call to the feature access code *68 + (destination user's extension) or (destination call park extension). The call remains parked until retrieved or a call park recall occurs.

For more detailed and visual instructions, watch this YouTube video.

With the Webex App…

When you park a call, the call gets assigned a 'parked number' that's **not** your phone number. You can then use that parked number to retrieve the call from another device. Or you can share the number with people in a different department so that one of them can retrieve the call from their own device.
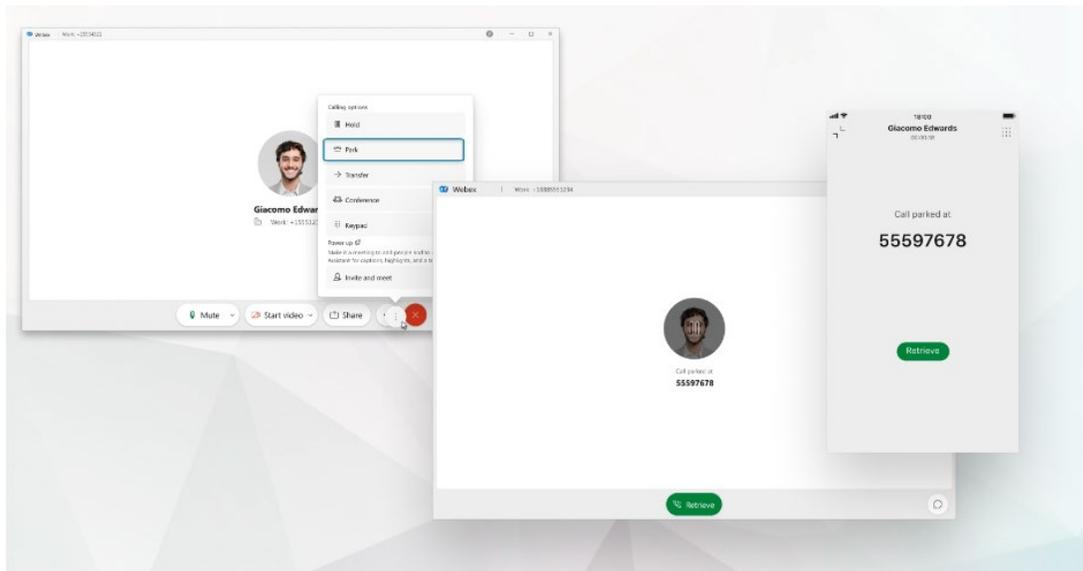
How to Set Up Wireless 6825 Cisco Handset

1. On the Cisco Base (AP), there are two connection ports. One for power and one for your network cord/connector. Your connector cord gets plugged into the switch or modem.
2. On the wireless phone, there are two cables. One cable goes from the phone into the base of AP, and the other is the power cord.
3. Press and hold the button on back of AP (with a pencil) for 10 seconds.
4. A light will turn red (may blink about 8 times) on the front of the AP.
5. **Please wait at least 15 minutes before moving to the next step.**
6. The light will then turn green on AP.
7. On the physical phone, click the menu button (3 lines).
8. Select connectivity (looks like 2 links).
9. Click register.
10. Select your slot.
11. Type in your access code and pin.

Phone Diagrams

Cordless Cisco IP 6825 Handset

1. Indicator light (LED)
2. Emergency button
3. Headset port
4. Softkeys, phone control buttons (**Speaker**, **Menu**), Navigation cluster (Navigation ring and **Select** button, call control buttons (**Answer/Send**, **Power/End**)
5. Keypad
6. **Volume** and **Mute** buttons

Cordless Cisco IP 6825 Handset Continued

Turn On Your Handset

Press and hold **Power/End** ⏰ until the screen turns on.

Turn Off Your Handset

Press and hold **Power/End** ⏰ until the screen turns off.

Lock the Handset Keypad

You can lock the handset keypad to stop accidental dialing. When you lock the keypad, you can still dial emergency numbers. The softkey label doesn't display when you lock the keypad.

Press and hold **Zero (0)** 0⎽🔒 until the message "Press and hold 0" is displayed on the screen.

Unlock the Handset Keypad

You must unlock the handset keypad to make calls. You can however, dial emergency numbers from the locked keypad. When you unlock the keypad, the softkey labels appear..

Press and hold **Zero (0)** 0⎽🔒 until the message "Press and hold 0" doesn't display on the screen.

Make a Call

1. When your handset is idle, enter the phone number with the keypad.

2. Press **Answer/Send** 📞 .

View Your Recent Calls

1. Press **Recents**.

2. Press the Navigation ring ⬤ left or right to view different lists.

Use Push to Talk

1. Press and hold **Mute** 🔇 .
2. Talk when connected and release **Mute** at the end of your message.

Assign a Speed-Dial Number

1. Press **Menu** ☰ > **Contacts** or **Contacts**:
2. Highlight a contact.
3. Press **More** and select **Speed Dial**.
4. To reuse an existing speed-dial index entry, highlight a number, press **Delete** and press **Yes**.
5. Highlight an empty speed-dial index and press **Add**.
6. Press **Power/End** ⏰ .

Access Your Voicemail

1. Press and hold **One** 1•📧 until you hear the ringtone.
2. Follow the voice prompts.

Report an Emergency Situation

(If configured)

Press and hold **Emergency** ▭ for 3 seconds.

Answer a Call

Press **Answer/Send** 📞 .

Hold and Resume a Call

1. From an active call, press **Hold**.
2. Press **Resume** to pick the call back up.

Mute Your Call

1. Press **Mute** 🔇 .
2. To unmute yourself, press **Mute** again.

Create a Conference Call

1. From an active call, press **Conf**.
2. Enter the coworker's number and press
    Answer/Send 📞 .
3. Press **Conf** after the coworker answers.

Transfer a Call Directly

1. From an active call,
    · 6825 Handset: Press **Transfer**.
    · 6823 Handset: Press More > Transfer.
2. Enter the coworker's number and press **Answer/Send** 📞 .
3. Press **Transfer** Press Transfer before or after the coworker answers.

Change the Volume on a Call

While on a call, press **Volume** (+ ─) up or down.

Set Do Not Disturb

1. Press **Menu** ☰ .
2. Select **Settings > Do not disturb**.
3. Select **Disabled** (default) to turn off DND or select **Enabled** to turn on DND.
4. Press **Select** to save the setting.

Set the Coverage Warning

1. Press **Menu** ☰ .
2. Select **Settings > Audio Settings**.
3. Highlight **Coverage warning**.
4. Press **Off** to stop the tone or press **On** to play the tone.

Consult and Transfer a Call (Consult Transfer)

Before you transfer a call, you can talk to the person that you're transferring the call to.

Ensure you have an active call that needs to be transferred.

1. Put an active call on hold by pressing **Hold**.
2. Enter the other person's phone number and press **New Call**.
3. (Optional) When the other person answers, you can talk to them.
4. After the consultation, press **Transfer** to complete your call transfer.

Add a Contact

1. Press **Recents** and highlight the recent caller.
2. Press **More**, highlight **Save as Contact**, and press **Select**.
3. Highlight the category, press **Select**, and press **Save** to save the number.
4. (Optional) Highlight a field to add or replace other information.
5. Press **Save** and press **Yes**.

Call a Local Contact

1. Press **Contacts** and highlight an entry.

2. (Optional) Press the right on the Navigation ring ⬤ to select an alternate number.
3. Press **Call**.

Call a Directory Contact

1. Press **Directory**.
2. Scroll down to highlight an entry, or press **Search**, enter a name, and press **Search**.
3. Press **Line** and select a line to call on.
4. Press **Select**.

Cisco IP 7800 Phone

Your Phone

Cisco IP Phone 7841 shown.

① `Incoming call or voicemail indicator

② Line and feature buttons

③ Softkeys

④ Navigation

⑤ Hold, Transfer, and Conference

⑥ Speakerphone, Headset, and Mute

⑦ Voicemail, Applications, and Directory

⑧ Volume

Line and Feature Buttons

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing red line button.

Put a Call on Hold

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

View Your Recent Calls

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

Transfer a Call to Another Person

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

Add Another Person to a Call

1. From an active call, press **Conference**.
2. Enter the number you want to join and press **Dial**.
3. Once the call is connected, press **Conference** again.

Place a Call with a Headset

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

Place a Call with the Speakerphone

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

Mute Your Audio

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

Listen to Voice Messages

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

Forward All Calls

1. Press the **Forward** softkey.
2. Dial the number that you want to forward to and press the **Call** softkey.
3. When you return, press the **Clr** softkey.

Adjust the Screen Backlight (7821, 7841, 7861)

1. Press **Applications**.
2. Select **User preferences > Screen preferences > Backlight timer**.
3. Press On or Off, or select a length of time for the backlight to be on..

Adjust the Volume in a Call

Press **Volume** up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

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

Change Ringtone

1. Press **Applications**.
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** to exit.

Adjust the Screen Contrast

1. Press **Applications**.
2. Select **User preferences > Screen preferences > Contrast level**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

elevating your business

altafiber business

Phone Features and Diagrams

Cisco IP 8800 Phone

Your Phone

① Incoming call or voicemail indicator

② Camera (Cisco IP Phone 8845 and 8865)

③ Line and feature buttons

④ Softkeys

⑤ Back, Navigation, and Release

⑥ Hold, Transfer, and Conference

⑦ Headset, Speakerphone, and Mute

⑧ Voicemail, Applications, and Directory

⑨ Volume

Line and Session Buttons

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing red button. If you have multiple lines on your phone, press the solid red button first.

Put a Call on Hold

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

View Your Recent Calls

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

Transfer a Call to Another Person

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

Add Another Person to a Call

1. From an active call, press **Conference** .
2. Enter the number you want to join and press **Dial**.
3. Once the call is connected, press **Conference** again.

Place a Call with a Headset

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

Place a Call with the Speakerphone

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

Mute Your Audio

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

Stop Your Video

1. Turn the ring around the camera counterclockwise to close the shutter.
2. Turn the ring around the camera clockwise to open the shutter.

Listen to Voice Messages

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

Forward All Calls

1. Press the **Forward** softkey.
2. Dial the number that you want to forward to and press the **Call** softkey.
3. When you return, press the **Clr fwd** softkey.

Adjust the Volume in a Call

Press **Volume** left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

Press **Volume** left or right to adjust the ringer volume when the phone is not in use.

Change Ringtone

1. Press **Applications** .
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 ⤺ to exit.

Adjust the Screen Brightness

1. Press **Applications** .
2. Select **User preferences > Screen preferences**.
3. In the **Display brightness** field, enter a value for the level of brightness.
4. Press **Set**.

Pair a Mobile Device

(Cisco IP Phone 8851 and 8861 only.)

1. On your desk phone, press **Applications** .
2. Select **Bluetooth > Devices**.
3. Select **Scan**.
4. Select the mobile device from the available devices list to pair.
5. Select **Connect.**
6. If prompted, verify the passkey on the mobile device.
7. If prompted, verify the passkey on the desk phone.
8. Choose to make your mobile device contacts and call history available on your desk phone.

elevating your business