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Phone Quick Start Guide

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## 8845/65 Phone Quick Start Guide

sharon roy - 2019-04-23 - Comments (0) - Cisco 8800 Series

Both the 8845 and the 8865 work the same way. The 8865 adds USB ports for a headset.

To learn more about the 8845, go [here](#).

To learn more about the 8865, go [here](#).



Model 8845/65

1. **Handset light:** incoming call flashes red; message waiting solid red
2. **Video camera:** twist dial to turn on and off
3. **Programmable feature buttons (left) and Session buttons (right):** active call steady green; held call flashing green; incoming call flashing amber; shared line in use steady red
4. **Phone screen:** displays status, feature and call information (8851 has a color screen)
5. **Softkeys:** engages associated feature shown in display
6. **Navigation pad and select button:** use to scroll through menus
7. **Release button:** disconnects from active call
8. **Hold:** places call on hold and retrieves held call
9. **Conference:** initiates a conference call
10. **Transfer:** initiates a call transfer
11. **Speakerphone:** activates (steady green) and deactivates
12. **Mute:** deactivates (steady red) and reactivates microphone
13. **Headset:** activates (steady green) and deactivates
14. **Keypad:** dial numbers, enter letters and numbered menu items
15. **Volume:** adjusts ringer on-hook and voice volume off-hook
16. **Contacts:** Brown directory access
17. **Applications:** call history, preferences (ring tone, wallpaper, etc.)
18. **Messages:** auto-dial access to voicemail
19. **Back button:** returns to previous screen or window

## Using Voice Mail

<b>Call voicemail from your desk:</b> 1. Press the Messages button 2. Enter your PIN followed by # Mailbox ID: 5-digit extension Starter PIN: 864236	<b>Call voicemail from outside:</b> 1. Dial 401-863-9000 2. Press # 3. Enter your Mailbox ID, then # 4. Enter your PIN, then #
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	During Message Review	After Message Review																								
<b>Press 1:</b> <b>Play New Messages</b>	<table border="1" style="border-collapse: collapse; width: 100%;"> <tr> <td style="padding: 2px;">Rewind 1</td> <td style="padding: 2px;">Pause 2</td> <td style="padding: 2px;">F. Fwd 3</td> </tr> <tr> <td style="padding: 2px;">Slow 4</td> <td style="padding: 2px;">Vol. 5</td> <td style="padding: 2px;">Fast 6</td> </tr> <tr> <td style="padding: 2px;">Delete 7</td> <td style="padding: 2px;">8</td> <td style="padding: 2px;">Save 9</td> </tr> <tr> <td style="padding: 2px;">Cancel *</td> <td style="padding: 2px;">Help 0</td> <td style="padding: 2px;">End #</td> </tr> </table>	Rewind 1	Pause 2	F. Fwd 3	Slow 4	Vol. 5	Fast 6	Delete 7	8	Save 9	Cancel *	Help 0	End #	<table border="1" style="border-collapse: collapse; width: 100%;"> <tr> <td style="padding: 2px;">Rewind 1</td> <td style="padding: 2px;">2</td> <td style="padding: 2px;">3</td> </tr> <tr> <td style="padding: 2px;">Replay 4</td> <td style="padding: 2px;">Prop. 5</td> <td style="padding: 2px;">Fwd 6</td> </tr> <tr> <td style="padding: 2px;">Delete 7</td> <td style="padding: 2px;">Reply 8</td> <td style="padding: 2px;">Save 9</td> </tr> <tr> <td style="padding: 2px;">Cancel *</td> <td style="padding: 2px;">Help 0</td> <td style="padding: 2px;">Skip #</td> </tr> </table>	Rewind 1	2	3	Replay 4	Prop. 5	Fwd 6	Delete 7	Reply 8	Save 9	Cancel *	Help 0	Skip #
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<b>Press 3:</b> <b>Play Saved Messages</b>																										

- Press 2: Send a Message**
1. Record your message, then #
  2. Enter the extension, then #
  3. Press # to confirm
  4. Press 9 + 1 to add a name
  5. Press # to send or choose from a message option

- Message Options:**
- 1 Mark as urgent
  - 2 Request return receipt
  - 3 Mark as private
  - 4 Set future delivery
  - 5 Review recording
  - 6 Re-record message
  - 7 Add to the message
  - # Send message

- Press 4: Setup Options**
- Press 1 — Preferences**
- Press 1 — PIN
  - Press 2 — Recorded name
- Press 2 — Message Settings**
- Press 1 — Message notification
  - Press 3 — Menu style
  - Press 4 — Private lists
- Press 3 — Greetings**
- Press 1 — Edit the standard greeting
  - Press 2 — Turn on/off alternate greeting
  - Press 3 — Edit other greetings
  - Press 4 — Play all greetings

**Tips:**

- \* Exit or back up
- ## Number and spelling entry toggle

## Placing Calls

### To place a call:

1. Lift handset *or*  
Press **Speaker** button *or*  
Press **Headset** button *or*  
Press **New Call** softkey *or*  
Press a session button
2. Dial the number

### To place second call on same line:

1. Press the next idle session button
2. Dial the number

### To call an extension:

Dial 5-digit extension

### To call Brown Switchboard:

Dial 0

### To call external number:

Dial 8 + 1 + telephone number

### To call international number:

Dial 8 + 011 + country code + city code + telephone number

### To call Emergency Services:

Dial 911

### To redial last number called:

Press the **Redial** softkey

## Ending Calls

### To end a call:

Replace handset *or*  
Press **Speaker** button *or*  
Press **Headset** button *or*  
Press **End Call** softkey *or*  
Press the **Release** button

## Answering Calls

### To answer incoming call:

Lift handset *or*  
Press **Speaker** button *or*  
Press **Headset** button *or*  
Press **Answer** softkey *or*  
Press flashing session button

### To answer call on shared line:

1. Press the ringing line button
2. Press the flashing session button

### To answer second incoming call:

Press the flashing line button

## Decline a Call

### To immediately forward a ringing, live, or held call to voicemail:

Press the **Decline** softkey

## Call Hold

### To place call on hold:

Press **Hold** button

### To retrieve held call:

Press **Hold** button *or*  
Press **Resume** softkey *or*  
Press flashing session button

### To toggle between held calls on same line:

Press flashing session button

### To toggle between held calls on different lines:

1. Press the line button
2. Press flashing session button

### Call Transfer

#### To transfer a call:

1. Press **Transfer** button
2. Dial extension
3. Optional: Announce caller
4. Press **Transfer** button *or*  
Press **Transfer** softkey *or*  
Hang up

#### If no answer or line is busy:

1. Press **Cancel** softkey
2. Press **Resume** softkey *or*  
Press flashing session button

#### To toggle between calls:

Press **Swap** softkey

#### To transfer two calls on the same line to one another:

1. While connected to an active call, press **Transfer** button
2. Press session button of the call you want to transfer to

#### To transfer a call to a subscriber's voicemail box:

1. Press **Transfer** button
2. Dial \* and the mailbox number
3. Press **Transfer button** *or*  
**Transfer** softkey *or*  
Hang up

### Call Forward

#### To immediately forward all calls to another number:

1. While on-hook press **Forward All** softkey
2. Dial extension number *or*  
Press the **Messages** button

#### To deactivate call forwarding:

Press **Forward Off** softkey

### Conference Calling

#### To place up to a 6-way conference call

1. While connected to an active call, press the **Conference** button
2. Dial the next participant
3. Optional: Announce the conference
4. Press **Conference** button *or*  
**Conference** softkey again
5. Repeat to add more participants

#### To add an incoming caller to existing call or conference:

1. While connected to the incoming call, press the **Conference** button
2. Press the session button of the held call or conference

#### To view conference participants:

1. Press **More (...)**
2. Press the **Details** softkey

#### To remove a participant:

1. Navigate to the participant
2. Press the **Remove** softkey

### Call Pickup

#### To answer a ringing call on a pickup group phone:

1. Go off-hook
2. Press **Pickup** softkey

### Need Help?

#### Contact the IT Service Center:

401-863-HELP (4357)  
help@brown.edu

### Related Content

- [Cisco 8811, 8851, 8865: Change Your Ringtone](#)
- [Cisco 8811, 8851, 8865: Manage Call History \(including Missed Call list\)](#)
- [Cisco 8811, 8851, 8865: Conference](#)