



Quick Reference Guide




CISCO 8831

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1 Dial

- 7 digits for a campus call
- 1 + 7 digits for an non-campus local call
- 1 + 1 + area code + 7 digits for long distance call

Press the **Dial** softkey or the **Speakerphone** button .

Dial from Call History

1. Press the up arrow on the Navigation bar. Scroll to the number and press the **Select** button in the Navigation pad or **Call** softkey.
2. To redial the last number entered press the **Redial** softkey.

Speed Dials


1. From the home screen, enter the number of the speed dial, and then press the **Speed Dial** softkey.
2. Press the down arrow on the Navigation bar to access a list of configured speed dials.


2 Hang up

To end a call press the **End Call** softkey or

- Press **Speakerphone** button .

3 Answer

To answer a ringing call ,:


- Press the **Speakerphone** button .
- Press the **Answer** softkey in the Navigation pad.

Call Waiting


If you get a second call while the first call is active, the second line displays.

To connect the second call and put the first call on hold automatically, press the **Answer** softkey.

4 Mute

- Press the **Mute** button  to toggle Mute on and off. When Mute is on, the Mute button glows red.

5 Hold


1. Press the **Hold** softkey.
The hold icon  displays.
2. To resume the highlighted call, press the **Resume** softkey.

6 Park

To Park a call and then retrieve from another phone


1. During a call, press **Park** softkey and then hang up. Your phone displays the number where the system parked the call.
2. From another phone, enter the number where the call is parked to retrieve the call.

7 Conference

1. From a connected call  (not on hold), press the **Conference** softkey.
2. Make a new call.
3. Press the **Conference** softkey (before or after the party answers).

The conference begins and the phone displays “Conference” instead of caller ID.

4. Repeat these steps to add more participants.
The conference ends when all participants hang up. “Conference in” a held call

1. From a connected call  (not on hold), press the **Conference** softkey.

2. Press the **Active Calls** softkey, choose a call from the list, and press the **Conference** softkey.


The conference ends when all participants hang up.

View & remove conference participants

During a conference, press the **View Details** softkey.

To remove a participant from the conference, highlight a name and press **Remove**.

8 Transfer

1. From a connected call  (not on hold), press the **Transfer** softkey.
2. Call the transfer recipient.




3. Press the **Transfer** softkey (before or after the party answers).

The transfer is complete. Confirmation displays on your phone screen.

9 Call History

Press the **Apps** Softkey and select **Call History**.

The last 150 calls display:

- Missed calls 
- Placed calls 
- Received calls 

To dial, scroll to a call and press the **Select** button in the Navigation pad or the **Call** softkey.

To view details for a call, highlight the call and press these softkeys: **More** > **Details**.

View new missed calls

1. View your call history.
2. Press the **Missed Calls** softkey.

10 Directories

1. Press the **Apps** softkey and select a directory.
2. Enter search criteria and press **Submit**.
3. To dial, scroll to a listing and press the **Select** button in the Navigation pad or the **Dial** softkey.

11 Ringtones

1. Select **Apps** softkey > **Preferences** > **Ringtone**.
2. Select a ringtone and press **Play**, then press **Set**.
Use the **Apps** softkey > **Preferences**>**Contrast** to change phone settings like screen brightness.

3. Press **Missed**. Alternately, press the session button mapped to the **Call History** icon.











Dial from your call history

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press **Select**.





12 Softkey Quick Reference

Answer	Answer a call.
Apps	Access phone applications and phone settings menu.
Call	Initiate a call.
Callback	Receive notification when a busy extension becomes available.
Calls	List connected calls.
Cancel	Cancel an action or exit a screen.
Conf	Create conference call.
ConfList	View conference participants.
Contacts	Access corporate or personal directory
Divert	Redirect an incoming call.
End Call	End an active call.
Fwd All	Setup or cancel call forwarding.
Hold	Place an active call on hold.
Messages	Set up, check, or listen to voicemail.
Meet Me	Host a Meet Me conference call.
More	Displays additional softkeys.
New Call	Make a new call.
Park	Park call and display its details.
Redial	Redial the most recently dialed number.
Resume	Resume an on-hold call.
Speed Dial	Place call to selected entry.
Transfer	Initiate or confirm a transfer.

13 Call State Icons

	Call on hold
	Call is connected
	Incoming call
	On-hook
	Off-hook
	Shared line in use
	Selected option
	Linked Mode
	Encrypted
	External microphone on

14 Feature Icons

	Selected option
	Linked Mode
	Encrypted
	External microphone on

Where can I find a complete User Guide?

<http://go.wisc.edu/l2h855>

Online training:

<http://go.wisc.edu/c9n6b5>

Where can I get more help?

KnowledgeBase: <http://go.wisc.edu/3zy038>

Contact the DoIT Help Desk: 264-HELP (4357)

