![AZNet II Arizona Network logo]

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Cisco IP Phone 8831 User Guide

Display Control Unit(DCU)   Sound Base
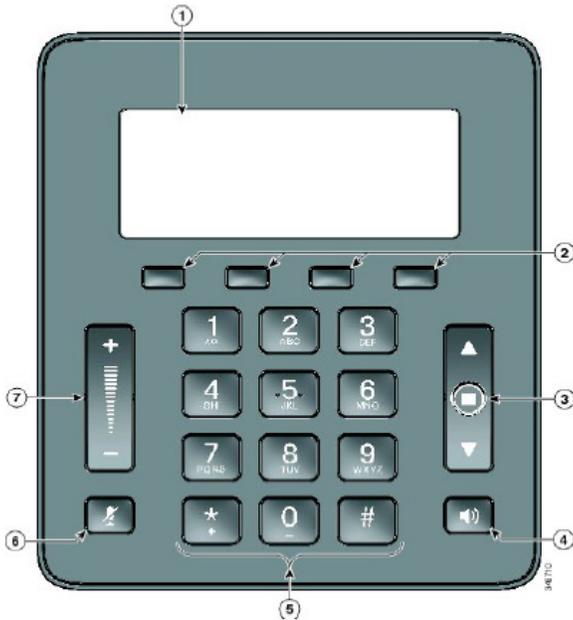
Display Unit Features

	Item	Description
1	Phone screen	LCD screen that displays conference phone menus and features
2	Softkeys	Four programmable keys.
3	Navigation bar with Select key	2-way Navigation bar and Select key that allows you to scroll menus and select items on the display.
4	Call button	LED backlit call button. Press this key to: · Go Off Hook · Answer an incoming call · Obtain a dial tone to initiate a call · Resume a call · Release a call
5	Keypad	Allows you to dial phone numbers and enter letters.
6	Mute button	Toggles the Mute feature. A red backlight indicates a call is on mute.
7	Volume rocker	2-way rocker switch that raises and lowers the volume of the speaker.

Sound Base Features

	Item	Description
1,2,3	LED indicators	Three LED indicators provide call status information.
4	Mute button	Backlit mute button

Your conference station supports a maximum of 6 calls.

Phone screen

The DCU contains the LCD phone screen. The idle or home screen displays information about the status of calls and features.

If the conference phone is in an offline state, the idle screen displays the message Phone is not registered and the **Apps** softkey remains available.

You can use the graphic and table below to identify the features and functions available on the screen.

	Item	Description
1	Header	Displays date, time, and current directory number. Displays menu name when applicable.
2	Line details and other phone information	Displays line label, call details, and status messages such as missed calls, message waiting, and line forwarding information.
3	Call State icon	Indicates the status of a call, such as ringing, hold, or connected call.
4	Softkey labels	Displays softkeys for currently available features or actions.
5,6	Feature icons	These icons are displayed when an associated feature, such as extension microphones (5) or Link mode (6) is connected.

Table 7: Phone screen icons

Icon	Description
☎	On Hook
📞	Off Hook
📞	Ringing In
📞	Connected
❚❚	Hold
📞	Shared Line

Power-saving mode

Your conference station supports the Cisco EnergyWise (EW) program. In the sleep state, the LED for the sound base Mute button becomes greyed out(not illuminated), and the DCU powers off.

After the conference station goes to sleep, press the Mute button on the sound base to wake the conference station up. **NOTE: You cannot wake the conference station using the DCU.**

SPEAKERPHONE VOLUME
1. To increase or decrease the volume of a call, go offhook after invoking dial tone, press the up or down **Volume** button. The **Volume** button adjusts the volume for the currently active call and will auto save the volume level.

ADJUSTING THE RINGER VOLUME
1. Press the up or down **Volume** button   while the handset is in the cradle and the headset and speakerphone buttons are off. Press the **Volume** (- or +) button repeatedly until you reach the desired volume level. The new ringer volume is saved automatically.

CHANGING THE RINGER SOUND
1. Press **Apps**
2. Use the Navigation bar and Slect button to scroll and select **Preferences**
3. Select **Ringtone**
4. Then select a ringtone
5. Press **Play** to listen to the selected ringtone
6. Press **Set** to choose the ringtone
7. Press **Apply** to confirm your selection, or press **Cancel** to go back to Ringtone Screen
8. Press ↰ to retrun to the Preferences screen

CHANGING The Screen Contrast
1. Press Apps
2. Use the Navigation bar and Select button to scroll and select **Preferences**
3. Select **Contrast**
4. To increase contrast, press up arrow on Navigation bar. To decrease, press down arrow.
5. Press **Save** to set the contrast level, or press **Cancel** to exit.

Access voicemail
Step 1 Press **Msgs**.
Step 2 Follow the voice prompts.

PLACING A PHONE CALL
1. Enter a phone number (10-digit phone number) you want to reach
2. Press [**Dial**] or speakerphone button 🔊

ANSWERING CALLS
1. press [**Answer**] softkey,or press the speakerphone button 🔊

ENDING A CALL
1. Press [End Call] or speakerphone button 🔊 to disconnect the current call

MUTING A CALL
1. Press the **Mute** 🎤 button on the Sound Base or DCU. (Off = 🎤 On = 🔴) (solid red LED light when muted.
2. Press the **Mute** 🎤 button again to deactivate.

   Note: Sound Base lights turn from red to green when not muted, and the DCU mute button is no longer red 🎤

Conference

Before You Begin
Before you can add a party to the conference, you must be on an active call and not on hold.

Step 1 Press **Conf**.
Step 2 Enter the phone number or speed-dial number for the party you want to add.
   If you have several held calls, you can press **Calls** to display a caller list and add a caller to the conference.
Step 3 After the new party answers, press **Conf**.
   The conference begins.
Step 4 (Optional) Repeat these steps to add more parties, if desired.

View Conference participants
Step 1 press **ConfList** to view a listof current participants

Remove Conference participants
Step 1 While in a conference, press **ConfList** to view a list of participants.
Step 2 Highlight the participant that you want to remove and then press **Remove**.

Create conference with two calls on same line
Step 1 With two connected calls on the same line, select a call to make it the active call.
   The second call is put on hold.
Step 2 Press **Conference**.
Step 3 Press **Calls** to view the call list and select the caller to add to the conference.
Step 4 Wait for the call to connect.
Step 5 Press **Conference** to add the participant to your call.
   The conference begins.

Divert
Step 1 Press **Divert** to send an incoming call to Voice Mail.
Note: available if extension is setup to receive voice mail

Hold active call

Step 1 To put an active call on hold, press [**Hold] softkey**.

The Hold icon displays ⏸ as a status icon.
Step 2 If there is only one call on hold and you are not on an active call, press **Resume**.
Step 3 If you are already on an active call, press **Swap**.
The holding call becomes active, and the active call is placed on hold.

Call Forward

Call Forward allows you to forward incoming calls from the conference station to another number.

Step 1 Press **Fwd All**.
Step 2 Enter the target phone number.
  Depending on how your voicemail system is set up, you may be able to press **Msgs** to forward all calls to
  voicemail. A visual confirmation displays on the screen while call forwarding is active.
Step 3 To cancel call forwarding, press **Fwd OFF**.

Call Forward All can also be accessed via your web browser utilizing the User Options web pages
(See separate web portal guide for additional details)

Transfer

Note: You must have one active call before attempting to user transfer. Before completing a transfer procedure, you can
press **Cancel** to cancel the procedure.

Step 1 Press **Transfer**.
Step 2 Enter the destination number or press a speed-dial button.
Step 3 Wait for the recipient to answer.
Step 4 Press **Transfer** again.
(Note:The second press of [transfer] softkey completes the transfer)

Call History
View Call History
Step 1 Press **Apps**.
Step 2 Use the Navigation bar and Select button to scroll and select **Call History**.
Step 3 Select a call record and press **Details**. If the **Details** softkey is not visible on the screen, press **More** first.
Step 4 Press to return to the Call History list.

Dial From Call History
Step 1 Press **Apps**.
Step 2 Use the Navigation bar and Select button to scroll and select **Call History**.
Step 3 From the Call History list, select the call you want to dial and press **Call**.

Dial From Call History
Step 1 Press **Apps**.
Step 2 Use the Navigation bar and Select button to scroll and select **Call History**.
Step 3 Press **Clear**.
Step 4 Press **Delete** to delete the Call History list, or press **Cancel** to go back to the Call History screen.
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Dial From Call History
Step 1 Press **Apps**.
Step 2 Use the Navigation bar and Select button to scroll and select **Call History**.
Step 3 Select the call you want to delete.
Step 4 Press **Del Call**.
Step 5 Press **Delete** to delete the call, or press **Cancel** to go back to the Call History screen.

Safety and performance Information

Power outage

Your access to emergency service through the phone depends on the phone being powered. If there is a power interruption, Service and Emergency Calling Service dialing will not function until power is restored. In case of a power failure or disruption, you may need to reset or reconfigure the equipment before using the Service or Emergency Calling Service dialing.