

User Guide

Cisco IP PHONE 8865:

Buttons and Hardware:

IP Phone 8865, have a built-in camera.
The following figure shows the IP Phone 8865.

IP Phone 8865 Buttons and Hardware:





IP Phone 8865 Series Buttons:

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Camera IP Phone 8865	Use the camera for video calls.
3	Programmable feature buttons and line buttons	<p>Access your phone lines, features, and call sessions.</p> <p>When adding features to the phone line keys, you are limited by the number of line keys available. You cannot add more features than the number of line keys on your phone.</p> <p>For more information, see the Softkey, Line, and Feature Buttons section in the "IP Phone Hardware" chapter</p>
4	Softkey buttons	<p> Access functions and services.</p> <p>For more information, see the Softkey, Line, and Feature Buttons section in the "IP Phone Hardware" chapter.</p>
5	Back, Navigation cluster, and Release	<p>Back  Return to the previous screen or menu.</p> <p>Navigation cluster  Navigation ring and Select button—Scroll through menus, highlight items and select the highlighted item.</p> <p>Release  End a connected call or session.</p>
6	Hold/Resume, Conference, and Transfer	<p>Hold/Resume  Place an active call on hold and resume the held call.</p> <p>Conference  Create a conference call.</p> <p>Transfer  Transfer a call.</p>
7	Speakerphone, Mute, and Headset	<p>Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</p> <p>Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit.</p> <p>Headset  Toggle the headset on. When the headset is on, the button is lit. To leave the headset mode, you pick up the handset or select Speakerphone .</p>
8	Contacts, Applications, and Messages	<p>Contacts  Access personal and corporate directories.</p> <p>Applications  Access recent calls, user preferences, phone settings, and phone model information.</p> <p>Messages  Autodial your voice messaging system.</p>

Navigation:

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the inner **Select** button of the Navigation cluster to select menu items.

Figure 1.1 Navigation Cluster



Phone Screen Features:

The phone screen shows information about your phone such as directory number, active call and line status, softkeys, speed dials, placed calls, and phone menu listings. The screen is made up of three sections: the header row, the middle section, and the footer row.

Figure 1.2 IP Phone 8865 Screen:



IP Phone Screen Information

1	At the top of the screen is the header row. The header row displays the phone number, current date and time, as well a number of icons. The icons display when features are active.
2	The middle of the phone screen displays the information associated with the line and feature buttons on the phone.
3	The bottom row of the screen contains the soft key labels. Each label indicates the action for the soft key button below the screen.

Audio Path Selection:

When you make or receive a call, the audio path goes to the last device used by you, either the handset, the headset, or the speakerphone. The following list describes each scenario:

- Pick up the handset when you make or answer a call, and all of your calls are routed to your handset until you select **Headset**  or **Speakerphone** .
- Select **Headset**  when you make or answer a call, and all of your calls are routed to your headset until you pick up the handset or select **Speakerphone** .

If your administrator sets your headset as the audio path on your phone, then you can remove the handset and use your headset. This is ideal for anyone who prefers the convenience of a headset. But you must still select **Headset** the first time you handle a call.

- Select **Speakerphone**  when you make or answer a call, and all of your calls are routed to your speakerphone until you pick up the handset or select **Headset** .

Calling from IP Phone

Make a Call:

Use your phone just like any other phone to make a call.

Procedure

Enter a number and pick up the handset.

Make a Call with the Speakerphone:

Use your speakerphone for hands-free calling. Keep in mind that your coworkers might be able to hear your call too.

Procedure

Step 1 Enter a number using the keypad.

Step 2 Press Speakerphone .

Make a Call with a Standard Headset:

Use your headset for hands-free calling, that won't disturb your coworker and gives you some privacy.

Procedure

Step 1 Plug in a headset.

Step 2 Enter a number using the keypad.

Step 3 Press Headset .



Answer a Call:

Procedure

When your phone rings, press the flashing line button to answer the call.

Answer Call Waiting:

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

Procedure

Step 1 Press the line button.

Step 2 (Optional) If you have more than one call waiting, select an incoming call.

Mute Your Call:

While you are on a call, you can mute the audio, so that you can hear the other person, but they cannot hear you.

If you have a videophone, when you mute your audio, your camera continues to transmit video.

Procedure

Step 1 Press Mute. 

Step 2 Press Mute again to turn mute off.

Put a Call on Hold:

You can put an active call on hold and then resume the call when you're ready. When you place a video call on hold, video transmission is blocked until you resume the call.

Procedure

Step 1 Press Hold. 

Step 2 To resume a call from hold, press Hold again.

Forward Calls:

You can forward calls from any line on your phone to another number. Call forward is phone-line specific. If a call reaches you on a line where call forwarding is not enabled, the call rings as usual.

There are two ways of forwarding your calls:

- Forward all calls
- Forward calls in special situations, such as when the phone is busy or there is no answer.

When a line is forwarded, you see the Forward all  icon with the line.

Procedure

Step 1 When the line to be forwarded is inactive, press Fwd All.

Step 2 Enter the call forward target number exactly as you would dial it from your phone, or select an entry from your list of recent calls.

Transfer a Call to Another Person:

When you transfer a call, you can stay on the original call until the other person answers. This way, you can talk privately with the other person before you remove yourself from the call. If you don't want to talk, transfer the call before the other person answers.

You can also swap between both callers to consult with them individually before you remove yourself from the call.

Procedure

Step 1

From a call that is not on hold, press Transfer .

Step 2

Enter the other person's phone number.

Step 3 (Optional) Wait until you hear the line ring or until the other person answers the call.

Step 4 Press Transfer again.

Adjust the Volume During a Call:

If the sound in your handset, headset, or speakerphone is too loud or too soft, you can change the volume while you are listening to the other person. When you change the volume during a call, the change only affects the speaker you were using at the time. For example, if you adjust the volume while you're using a headset, the handset volume doesn't change.

Procedure

Press Volume  right or left to adjust the volume while you are on a call.

Adjust the Phone Ringer Volume:

If your phone ringer is too loud or too soft when you get an incoming call, you can change the ringer volume. Changes to the ringer volume do not affect the call volume you hear when you are on a call.

Procedure

Press Volume  right or left to adjust the ringer volume when the phone rings.

Conference Calls and Meetings

You can talk with several people in a single call. You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines.

When you add more than one person to a conference call, wait a few seconds between adding participants.

As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

Add Another Person to a Call

When you add more than one person to a call, wait a few seconds between adding participants.

Procedure

Step 1 From an active call, press Conference .

Step 2 Add the other person to the call by doing one of the following:
Press Active calls and select a held call.
Enter the phone number and press Call.

Step 3 Press Conference.

Joining the Webmeeting

If you want to join the Webmeeting through IP Phone.

Procedure

Just Dial the **MEETING ID** from your IP Phone and you will join the meeting.

If after dialing the **MEETING ID** it says enter the meeting **PASSWORD**, then dial the meeting password given by the administrator and press the **#** key after entering the password.

You will join the meeting.



Recent Calls List

Use the Recents list to see the 150 most recent individual calls and call groups. If your Recents list reaches the maximum size, the next new entry overwrites the oldest entry in the list. Calls in the Recents list are grouped if they are to and from the same number and are consecutive. Missed calls from the same number also get grouped.

View Your Recent Calls

Check to see who's called you recently.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Recents**.

When the phone is in the idle state, you can also view the Recent calls list by pressing the Navigation cluster up.

Step 3 If you have more than one line, select a line to view.

If two lines on your phone are configured for the same number, only the line that receives the call shows the call details in the call history.

Return a Recent Call

You can easily call someone who has called you.

Procedure

Step 1 Press **Applications** .

Step 2 Select **Recents**.

Step 3 (Optional) Select **All lines** or the required line.

Step 4 Select the number that you want to dial.

Step 5 (Optional) Press **EditDial** to edit the number.

Step 6 Press **Call**.



Clear the Recent Calls List

You can clear the Recents list on your phone.

Procedure

- Step 1** Press **Applications** .
 - Step 2** Select **Recents**.
 - Step 3** (Optional) Select **All Lines** or the required line.
 - Step 4** Press **Clear**.
 - Step 5** Press **Delete**.
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Delete a Call Record

You can edit Recents to remove a single call from your history. This helps preserve important contact information because Recents holds only 150 calls.

Procedure

- Step 1** Press **Applications** .
- Step 2** Select **Recents**.
- Step 3** (Optional) Select **All Lines** or the required line.
- Step 4** Highlight the individual record or call group that you want to delete.
- Step 5** Press **Delete**.
- Step 6** Press **Delete** again to confirm.

How to Search a contact and Dial from IP Phone.

You can look up a coworker's number from your phone, which makes it easier to give them a call. Your administrator sets up and maintains the directory.

Dial a Contact from the Corporate Directory

Procedure

- Step 1** Press **Contacts** .
 - Step 2** Select **Corporate Directory**.
 - Step 3** Select a search criteria.
 - Step 4** Enter your search criteria and press **Submit**.
 - Step 5** Select the contact and press **Dial**.
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