

## Navigating Your Phone

### Line Buttons

Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

### Session Buttons

Session buttons are located on the right side of the phone screen and cannot be modified. These buttons are used to perform tasks such as answering a call, resuming a held call, or initiating phone functions, such as displaying missed calls. Each call on your phone is associated to a session button.

### Softkeys

Softkeys are feature buttons that dynamically change to reflect your current options. Four softkey buttons are located below the phone screen. You can press the More softkey when available to reveal additional softkeys. 

### Scrolling

To scroll through a menu or list, press up, down, left or right on the four-way *Navigation* cluster.



A scroll bar on the screen indicates your relative position within a list.

## Hold

1. Press *Hold* . The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green *Line* button, *Resume*, or *Hold*.

## Transfer

1. From an active call, press *Transfer* .
2. Enter the transfer recipients extension or telephone number.
3. Press Transfer again either before or after the party answers to complete the transfer.

## Conference

1. From an active call, press *Conference* .
2. Make a new call.
3. Press *Conference* again either before or after the party answers. The conference begins and the phone displays “Conference.”
4. Repeat these steps to add additional participants.

The conference call ends when all participants hang up. Video is unavailable during conference calls.

### Join Calls

You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press *Conference*.
- Press *Active calls* to select the held call, and press *Conference* again to create the conference.

## Directories

### Ohio University Directory

1. Press *Contacts* .
2. Scroll and select Ohio University Directory.
3. Use your keypad to input search criteria.
4. Press *Submit*.
5. To dial, scroll to a listing and press *Dial*.

### Personal Directory

To setup your PIN to use the Personal Directory go to <https://myphone.ohio.edu> and log into the website. Once logged in click on General Settings and enter your PIN under the Phone Services PIN section.

## Voicemail

When you receive a new voicemail message, you will notice these message indicators:

- A solid red light on your handset.
- Look for the Message icon  on the right side of your phone display.

### Listen to Messages

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

### Divert to Voicemail

Press the *Decline* softkey when the call is ringing, or on hold. Decline sends an individual ringing call directly to your voicemail.



OHIO UNIVERSITY

Cisco 8800 IP Phone



Office of Information Technology
Phone: (740) 593-1222
Email: servicedesk@ohio.edu
Web: www.ohio.edu/oit/voip
Phone Manager: https://myphone.ohio.edu

Placing a Call

- On-Campus – Last 5 digits
Campus to Campus – 10 digit number
Off Campus Local – 9 + 10 digit number
Long Distance –
Domestic – 9 + 1 area code + telephone number
International\* – 9 + 011 + country code + city + number
Toll Free – 9 + 1 + 8xx + number
\*International calling configured upon request.

Dialing

To place a call, pick up the handset and enter a number, or try one of these alternatives.

Redial Last Number

Press Redial to redial from your primary line. To redial on another line, press the desired line button first.

Dial With Receiver On-Hook

- 1. Enter a number.
2. Lift the handset or press Call, Headset



Speed Dial

Enter a speed-dial number and press SpeedDial. You can configure speed dials for your phone at https://myphone.ohio.edu

Mute

- 1. While on a call, press Mute. The button glows to indicate that mute is on.
2. Press Mute again to turn mute off.

Answering

Incoming calls are displayed in these ways:

- A flashing amber line button
An animated icon and caller ID
A flashing red light on your handset

To answer the call, lift the handset or press the Answer, the Headset button, or the Speakerphone button.

Forward Calls

- 1. To forward calls on your primary line to another number, press the Forward all softkey.
2. Enter a phone number or press the Messages button to forward all calls to your voicemail.
3. Look for confirmation of the forward on your phone display.
4. To cancel call forwarding, press Forward off.

Video Calling

To disable video calling please rotate the camera shutter counter clockwise to close and disable the camera. This is only applicable to video capable phones.