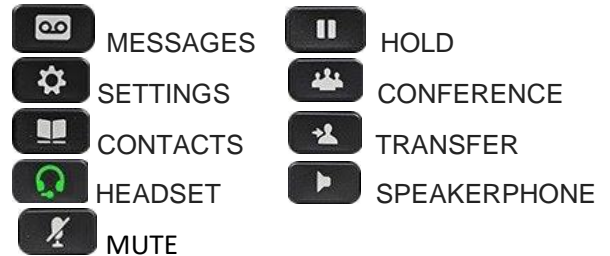


# Cisco 8865 Phone Guide



- 1 – Incoming call or voicemail indicator
- 2 – Camera
- 3 – Feature (left) and Session (right) Buttons  
Buttons illuminate to indicate status:
  - Green steady – Active Call
  - Green flashing – held call
  - Amber steady – Line in use
  - Amber flashing – incoming call
  - Red steady – Additional line in use
  - Red flashing – Additional line on hold
- 4 – Soft Keys
- 5 – Back, Navigation Cluster, Release
- 6 – Hold, Transfer, Conference
- 7 – Headset, Speakerphone and Mute
- 8 – Voicemail, Settings, Directory
- 9 - Volume



## Make a Call to Campus Phone (Warrensburg/MIC)

- 1) Dial 4 digit extension
- 2) Push **CALL** (soft key) for speaker phone OR pick up handset

## Make off Campus Call/Cell phone

- 1) Dial 9 (to get off campus)
- 2) Dial 10 digit number (XXX-XXX-XXXX)
- 3) **DO NOT NEED COUNTRY CODE** (1) Unless dialing outside US

## Put Call on Hold

- 1) Press **Hold**
- 2) To resume held call, press **Hold** again

## Transfer a Call to Another Person

- 1) From a call that is not on hold, press **Transfer**
- 2) Enter the other person's phone number
- 3) Press **Transfer** again

## Transfer a Call Directly to Another Person's VM

- 1) From a call that is not on hold, press **Transfer**
- 2) Press \* (**star**) then the other person's phone number
- 3) Press **Transfer** again

## Add Another Person to a Call

- 1) From a connected call that is not on hold, Press **Conference**
- 2) Press **Active Call** to select a held call
- 3) Press **Conference** again

## Listen to Your Voice Messages (Visual VM Option)

- 1) Press **Messages** (cassette button)
- 2) Enter extension and PIN
- 3) Press sign in (soft key)
- 4) Highlight the message you want to listen to
- 5) Press Play (soft key)

### **Listen to Your Voice Messages (Audio VM Option)**

- 1) From any campus phone Dial 4567 (Or 660-543-4567 on any outside phone)
- 2) Press \* **(star)** when the recording comes on
- 3) Follow the audio prompts (ID is your extension)

### **First Time Enrollment of VM (Visual VM Option) – from any campus phone (Wrbg or LS)**

- 1) Press **Messages** (cassette button)
- 2) Enter extension (XXXX) and PIN (XXXXXX)
- 3) Press sign in (soft key)
- 4) Press proceed (soft key) – be sure your speaker is on or you are listening to handset
- 5) Follow the audio prompts

PLEASE, when prompted, change your PIN to something more secure

### **First Time Enrollment VM set up (Audio VM Option) – from any phone**

- 1) From any campus phone Dial 4567 (Or 660-543-4567 on any outside phone)
- 2) PRESS \***(STAR)** WHEN RECORDNG COMES ON
- 3) Follow the audio prompts (ID – XXXX – this is your extension)  
PIN - XXXXX
- 4) Follow Audio Prompts

PLEASE, when prompted, change your PIN to something more secure

### **Call directly to VM**

- Dial \***(star)** then number

**\*\*\*NOTE\*\*\*IF YOUR PHONE IS PART OF A RING/LINE GROUP DO NOT FORWARD**

### **Forward (Incoming) Calls Directly to VM**

- 1) Without lifting the handset, press forward all (softkey)
- 2) Press **Messages** key (cassette button)

### **To cancel forward**

- Press the forward off (soft key)

### **To Forward all calls to your Cell Phone – IF YOUR PHONE IS PART OF A RING/LINE GROUP DO NOT FORWARD**

- 1) Press forward all (soft key)
- 2) Enter your 91then 10 digit phone number (91xxxxxxxxxx)

### **To cancel forward**

- Press the forward off (soft key)

### **To Forward Calls to A Campus Phone – IF YOUR PHONE IS PART OF A RING/LINE GROUP DO NOT FORWARD**

- 1) Press forward all (soft key)
- 2) Enter your 4 digit extension

### **To cancel forward**

- Press the forward off (soft key)

### **Changes to VM set up (Greetings/PIN/etc.) (Visual Option)**

- 1) Press Messages (cassette button)
  - enter extension (xxxx) and PIN
- 2) Press sign in (soft key)
- 3) Press Options (soft key) ...You may need to push ... (dots) (softkey) to see options
- 4) Highlight #5 "Go to audio voicemail set up"
- 5) Press Go (soft key)

Follow audio prompts:

To change your Greeting - press 1 (follow the audio prompts)

To change your Message Settings - press 2 (follow audio prompts)

To change your Preferences - press 3 (follow audio prompts)

- To change your PIN press 1 (follow audio prompts)

- To change your recorded name press 2 (follow audio prompts)

### **Changes to VM set up (Greetings/PIN/etc.) (Audio Option)**

- 1) From any campus phone Dial 4567 (Or 660-543-4567 on any outside phone)
- 2) PRESS \***(STAR)** WHEN RECORDNG COMES ON

Follow the audio prompts (ID is your extension)

Set up options – Press 4

To change your Greetings – Press 1 (follow audio prompts)

To change your Message settings – Press 2 (follow audio prompts)

To change your Preferences – Press 3 (follow audio prompts)

- 1 PIN (follow audio prompts)
- 2 recorded name (follow audio prompts)

### **Pick up Call on Additional Line**

Option #1:

When the call comes in on an additional line, the light will light up (amber) on the button next to that line.

- 1) Pick up the receiver
- 2) Push the (amber) button that is lit up - next to the additional line
- 3) Push answer (soft button, the four bottom buttons under the screen) - you will be "live" on that line

Option #2: This is probably best used if using a headset/speaker phone

When the call comes in on an additional line, the light will light up (orange) on the button next to that line.

- 1) Push the (amber) button that is lit up - next to the additional line
- 2) Push answer (soft button, the four bottom buttons under the screen)
- 3) The call will go to the speaker phone - you will be "live" on that line  
If on the headset, it will be "live"  
You can pick up the handset and it will be "live"

### **Make a Call From a Secondary Line**

- 1) Push the button next to the line
- 2) Push New Call (soft button)
- 3) Dial as normal

### **Change the ringtone**

From any campus phone

- 1) Press **Settings** key (cog wheel)
- 2) Scroll to highlight Settings, press **Enter** (large round button)
- 3) Scroll to highlight Ringtone, press **Enter**
- 4) Scroll to highlight the phone line, press **Enter**
- 5) Press Edit (soft key)
- 6) Choose ringtone (you can listen to them by highlighting and pressing "play" (soft key))
- 7) Press Set (soft key)

If you want to change other lines at this time you can push the round button again (ringtone is highlighted) and repeat the steps above.

Once you have them set, press Exit (soft key)

### **Change Brightness**

From any campus phone

- 1) Press **Settings** key (cog wheel)
- 2) Scroll to highlight Settings, press **Enter** (large round button)
- 3) Scroll to highlight brightness, press **Enter** (large round button)
- 4) Use outer ring on central button to adjust
- 5) Press Save (soft button)

### **Delete VM -**

- 1) Push **Messages** (Cassette Button)
- 2) Enter extension (XXXX) and PIN (XXXXXX)
- 3) Press sign in (soft key)
- 4) Using the navigation ring, Highlight message and push delete (soft key)

### **Permanently Delete VM - ONCE THE EMAILS ARE DELETED FROM SCREEN (SEE Delete VM)**

- 1) Push **Messages** (Cassette Button)
- 2) Enter extension (XXXX) and PIN (XXXXXX)
- 3) Press Sign In (soft key)
- 4) Press Options (soft key) – may need to press the ... (three dots) to get to Options (soft key)
- 5) Scroll to 4. "Go to audio voicemail inbox"

- 6) Press **Enter** (large round button)  
A recording will come on –

IF YOU KNOW YOU DO NOT NEED ANY OF THE MESSAGES – ONCE THE RECORDING COMES ON YOU CAN PUSH 3 2 2 1 2 WITHOUT LISTENING TO ALL THE PROMPTS. (This will permanently erase the deleted messages)

following prompts...

- 7) Push 3 – Review Old Messages - **THEN**
- 8) Push 1 – Saved Messages  
Push 2 – Deleted messages - **THEN**
- 9) Press 1 To review messages,  
-this will take you through the message then through several options (3 is to erase)  
Press 2 - To erase deleted messages  
-this will delete all messages – you will be asked options before it completely deletes them

**Permanently Delete VM Remote Option – OR IF you get an error message when deleting using visual VM**

- 1) Call 660.543.4567 OR 4567 on campus desk phone
- 2) WHEN RECORDING COMES ON PRESS **\*(star)**
- 3) Follow Prompts to enter ID (extension) and PIN  
Follow prompts –
- 4) Push 3 – Review Old Messages – **THEN**
- 5) Push 1 – Saved Messages  
Push 2 – Deleted messages - **THEN**
- 6) Press 1 to review messages  
-this will take you through each message then options (3 is to erase)  
-you can push 3 anytime during the message to delete  
Press 2 to erase deleted messages  
-this will delete all messages – you will be asked options before it completely deletes them