

AZNet II – Arizona Network

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: <ul style="list-style-type: none"> · 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

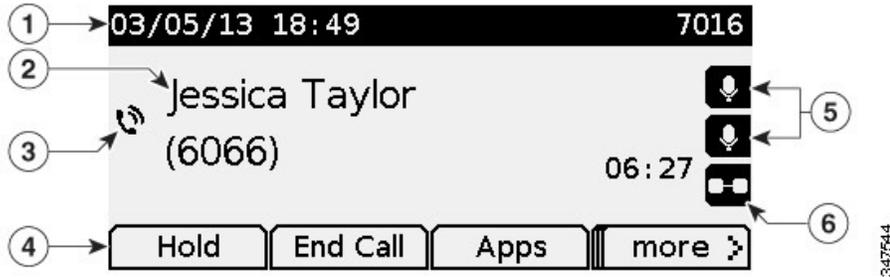
Your conference station supports a maximum of 6 calls.

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, encrypted 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 solid gray, 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.**

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.

RingTones

Changing Ringtone

Step 1 Press **Apps**.

Step 2 Use the Navigation bar and Select button to scroll and select **Preferences**.

Step 3 Select **Ringtone**.

Step 4 Select a ringtone.

Step 5 Press **Play** to play the selected ringtone.

Step 6 Press **Set** to select the ringtone.

Step 7 Press **Apply** to confirm your selection, or press **Cancel** to go back to the Ringtone screen.

Step 8 Press to return to the Preferences screen.

Access voicemail

Step 1 Press **Msgs**.

Step 2 Follow the voice prompts.

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)

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, fast-dial code, 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 list of 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**.

Divert

Step 1 Press **Divert** to send an active call, an incoming call

Hold active call

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

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.

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.

Speed Dial

Also known as Abbreviated dialing. Entries are made on the web portal. There are 0-199 speed dial numbers which can be created.

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.

The transfer completes.

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.

HANDSET, SPEAKERPHONE AND HEADSET VOLUME

1. To increase or decrease the volume of your handset, speaker or headset during a call or after invoking dial tone, press the up or down  (Volume) button. The **Volume** button adjusts the volume for the currently active condition (handset, speaker or headset).
2. To save the setting, press [**Save**] softkey.

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 the **Settings**  button and select, **User Preferences**, then select [**Rings**].
2. Navigate to a phone line or default setting, and press [**Select**].
3. Use the Navigation button to scroll through the ring types; you can press the [**Play**] softkey to play a sample of a “highlighted” ring type.
4. When you find a ring type (sound) that you like, press [**Select**].
5. Press [**Cancel**] to revert to the previously saved setting, or press [**Save**].
6. Press [**Default**] to apply the default ring setting to a selected phone line.
7. Press [**Exit**] softkey to return to the main phone screen (**Exit** softkey may have to be pressed several times to return to the regular phone screen).

CHANGING THE LCD CONTRAST

1. Press the **Settings**  button and select [**User Preferences**], then select [**Contrast**].
2. If unable to read phone screen, press [**Settings**] button and then 1,4 on the keypad.
3. Press the **Up** or **Down** softkey or the volume button  to set the desired level.
4. Press the [**Save**] softkey, or press [**Cancel**] to revert to the previously saved setting.
5. Press the [**Exit**] softkey to return to the main phone screen. (**Exit** softkey may have to be pressed several times to return to the regular phone screen).

PLACING A PHONE CALL

1. Pre-dial (dial on-hook, without first getting dial tone). Do one of the following:
 - a. Enter a phone number. (The Auto-Dial feature might pop up to suggest matching phone numbers from your **Placed Calls Log**.)
 - b. Press the **Navigation**  button to scroll and/or select a phone number from your **Placed Calls** log. Next, press **Dial** softkey to dial the selected telephone number. Or,
 1. Lift the handset to dial the selected telephone number. Or,
 2. Press Speaker button or headset button (non-wireless headsets), to dial the selected telephone number. Or,
 3. Press a line button (automatically selects speaker) and dials the selected telephone number.
2. To place a call using the speaker, press **Speaker** button or [**NewCall**] softkey and dial the number.
3. To place a call using a headset, plug the approved headset (non-wireless headsets) into the back of the phone base and press headset button before or after dialing number. If headset button is lit, press [**NewCall**] to place a call. Press [**EndCall**] when finished with call to remain in headset mode.
4. Originating a second call after you have an existing call on the same line. To do so, simply place the current call on [**Hold**] (using the soft key) and press [**NewCall**].
5. Receiving a second call after you have an existing call on the same line:
 - a. The second call will cause your line to ring once and the softkeys will change giving you an option to [**Answer**] or [**Divert**] the call. If you press [**Answer**], the first call will be placed on hold automatically.
 - b. To switch between calls, press [**Hold**], then select the line you want, and press [**Resume**] for the line you want to talk with.
6. To change from the handset to the speaker, press **Speaker** button and then hang up the handset.
7. To change from speaker to handset, lift **Handset**.
8. The volume and mute controls also adjust volume to the ear piece and mute the speech path of the headset.

ANSWERING CALLS

1. Lift handset, or press [**Answer**] softkey, [**Speaker**] button or [**Headset**] button.
2. To answer a call when on another line, press the line of the incoming call, or press [**Answer**] softkey. The first call is automatically put on hold.
3. Conditions: If you have multiple lines (shared Extension numbers) on your phone, you will need to press the other line key(s) to answer the ringing line (shared extension number). Other ringing lines on your set may alter your softkey features when you are on a call. Press your active line key to be offered softkey features for the current call (your current call will not be affected).

ENDING A CALL

1. To hang up while using the handset, return the handset to its cradle. Or press [**EndCall**].
2. To hang up while using the headset (non-wireless headsets), press the headset button. If you want to keep headset mode activated (keep the button lit after hanging up), press [**EndCall**].

MUTING A CALL

1. To activate mute, press the **Mute**  button. (Off =  On = ) Press the **Mute**  button again to deactivate.
The Mute  button will mute the speech path of the headset, handset or speaker.

PLACING A CALL ON HOLD

1. When connected to a call, press the [**Hold**] softkey. (caller hears custom “music-on-hold”)
2. To remove a call from hold on the current line, make sure that the appropriate call is highlighted and press [**Resume**] softkey.
3. Remove a call from hold on a different line. Press a blinking line button (held line). If there is a single call holding on this line, the call will resume automatically. If there are multiple calls holding, make sure that the appropriate call is highlighted and press [**Resume**]. Note that a held call is indicated by the call-on-hold icon.