CISCO

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing red line button.

Put a Call on Hold

1. Press **Hold**.
2. To resume a call from hold, press **Hold** again.

View Your Recent Calls

1. Select a line to view.
2. Press **Recents**.

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 **Call.**
4. Press **Transfer** again (before or after the party answers).

Add Another Person to a Call

1. From an active call, press **Conf**.
2. Enter the number you want to join and press **Dial**.
3. Once the call is connected, press **Conf** again.

Your Phone

1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Navigation
5. Applications and Headset
6. Mute and Speakerphone
7. Volume

Line and Feature Buttons

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Place a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** .

Place a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** .

Mute Your Audio

1. Press **Mute** .
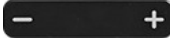2. Press **Mute** again to turn mute off.

Listen to Voice Messages

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

Forward All Calls

1. Select a line and press **Forward**.
2. Dial the number that you want to forward to, or press **Messages**.
3. When you return, press **Clr fwd**.

Adjust the Volume in a Call

Press **Volume** up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

Press **Volume** up or down to adjust the ringer volume when the phone is not in use.

Change Ringtone

1. Press **Applications** .
2. Select **User preferences > Ringtone > Ext (n) – Ring tone,** where n= extension number.
3. Scroll through the list of ringtones and press **Play** to hear a sample.
4. Press **Select** and **Set** to save a selection.
5. Press **Back** to exit.

Adjust the Screen Contrast

1. Press **Applications** .
2. Select **User preferences > Screen preferences > Contrast level**.
3. Use the keypad to change the contrast number .
4. Press **Set**.

Adjust the Screen Backlight

1. Press **Applications** .
2. Select **User preferences > Screen preferences > Backlight timer**.
3. Press **Select** to scroll through the options.
4. Press **Set** to save a selection
5. Press **Back** to exit.

User Guide

View the full User Guide at

https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/products-user-guide-list.html