Cisco® 8831

Phone Features
Display Control Unit
1 Phone Screen
2 Softkeys
3 Navigation bar with Select key
4 Call Button
5 Keypad
6 Mute
7 Volume Rocker

Sound Base
1, 2, 3 LED Indicators
4 Backlit Mute

LED Indicator Lights
- Green Steady—Connected, Dial Tone
- Green Flashing—Incoming Call
- Amber Steady—Powering On
- Red Steady—Mute, Voice Message
- Red Flashing—Call on Hold

Call Handling

Internal Calls
- Dial 4-digit extension

Site to Site Calls:
- Dial 2-digit site code + 4-digit extension

External Calls
- Domestic/Local: 9+1+10-digit-number
- Int'l: 9+011+Country Code+Number
- Emergency External: 9911 or 911

Placing a Call
- Press Call button before or after dialing.

Answering a Call
- Press Call button.

End a Call
- Press Call button.

Placing a Call on Hold
- Press Hold softkey.

Returning to Call on Hold
- Press Resume softkey.
- If multiple calls are on hold, highlight the call you want and press Resume softkey.

Muting Your Phone
- Press Mute button.
Call Transfer
To transfer a call to another phone:
▪ Press Trnsfr softkey.
▪ Dial the number to which you want to transfer the call.
▪ Press Trnsfr softkey to transfer the call.

OR
▪ Press End Call to hang up.
▪ Press Resume softkey to reconnect to the first caller.

Call Forwarding
To forward all of your calls to another phone:
▪ Press the FwdALL softkey.
▪ Dial the number to where you want to forward your calls or Msgs softkey for voicemail.

Cancelling Call Forwarding
▪ Press the FwdOFF softkey.

Divert
Sending an Active or Ringing Call to Your Voicemail
To redirect an incoming (ringing) call while on another call:
▪ Press Divert softkey.

Do Not Disturb (DND)
▪ Press DND softkey to turn on or off the ringer on the phone.

Voicemail
Accessing Voice Messages
▪ Press Msgs softkey to listen to voice messages.

Conferencing
Ad-Hoc Conference Call (Up to 8 Parties)
▪ From a connected call, press Confn softkey.
▪ Enter the participant’s phone number
▪ Wait for the call to connect.
▪ Press Confrn softkey again to add the participant to your call.
▪ Repeat to add additional participants.

Viewing Conference Participants
▪ While in a conference, press ConfList softkey to view list of participants.
▪ Highlight the participant that you want to remove and then press Remove softkey.

Call History
To view calls made to and from the conference station:
▪ Press Apps softkey.
▪ Use the navigation bar and Select button to scroll and select Call History.
▪ Select the call you want to dial and press Call softkey.
▪ Press ✎ to return to the Call History list.

Directory
Corporate Directory
▪ Press Contacts softkey.
▪ Use Navigation bar and Select key to scroll and select Corporate Directory.
▪ Enter the search criteria information and press Search.
▪ Select a contact and press Dial.