

## Cisco 8845 IP Phone User Reference



1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Camera	Use the camera for video calls.
3	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions.
4	Softkey buttons	Access to functions and services (New Call, Forward All, etc.)
5	Back, Navigation cluster, and Release	Back  Return to the previous screen or menu. Navigation cluster  Navigation ring and Select button—Scroll through menus, highlight items and select the highlighted item. Release  End a connected call or session.
6	Hold/Resume, Conference, and Transfer	Hold/Resume  Place an active call on hold and resume the held call. Conference  Create a conference call. Transfer  Transfer a call.
7	Speakerphone, Mute, and Headset	Speakerphone  Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. Mute  Toggle the microphone on or off. When the microphone is muted, the button is lit. Headset  Toggle the headset on or off. When the headset is on, the button is lit.
8	Contacts, Applications, and Messages	Contacts  Access personal and corporate directories. Applications  Access call history, user preferences, phone settings, and phone model information. Messages  Autodial your voice messaging system.
9	Volume button	Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

## **Voicemail Functions**

Your voicemail ID is your 4 digit extension number.

### **First Time Enrollment**

- If you have multiple lines
  - Press the line button of the extension desired
- Press the Messages button.
- Enter your default PIN (**1234**) then #
- Follow the prompts, you will have to:
  - Record your name
  - Record a personal greeting
  - Change your numeric PIN
    - *NOTE: When selecting a PIN it must be at least 4 digits long.  
The system disallows trivial PIN's such as 1234, 222222, your own extension, etc....*

### **Check Messages from your phone:**

- If you have multiple lines
  - Press the line button of the extension desired
- Press the **Messages** button.
- Enter your **PIN**

### **Check Messages from any Cisco phone:**

- Press the **Messages** button
- Press \* when you hear the recording
- Enter your ID (extension)
- Enter your **PIN**

### **Check Messages remotely, from cell for example:**

- Dial Your Direct Telephone Number
- Press \* when you hear the recording
- Enter your ID (extension)
- Enter your **PIN**

**Main Menu**—while listening to the Main menu, press:

<b>Action</b>	<b>Key(s)</b>
Hear new messages	1
Send a message	2
Review saved messages	3
Review deleted messages*	3
Change setup options	4
Change greetings	4
Turn alternate greeting on or off	4
Edit other greetings	4
Change message notification	4
Choose full or brief menus	4
Change phone password	4
Change recorded name	4
Change call transfer	4

**During Message Menu**—while listening to a message, press:

Action	Key(s)
Restart message	1
Play message by number (saved messages only)	1
Play previous saved message	1
Play next saved message	1
Save	2
Delete	3
Slow playback	4
Fast playback	6
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Restore as saved*	#
Reply	#
Reply to all	#
Forward message	#
Save or restore as new*	#

**After Message Menu**—after listening to message, press:

Action	Key(s)
Replay message	1
Play message by number (saved messages only)	1
Play previous saved message	1
Play next saved message	1
Delete	3
Reply	4
Reply to all	4
Forward message	5
Save or restore as new*	6
Rewind	7
Save as is	#
Cancel or back up	*

### **Forwarding Calls**

- Press the **Forward All** softkey. You will hear two beeps.
- Dial the internal extension to which you would like to forward the calls, or press **Messages** button on phone to forward all calls to voicemail.
- To cancel the call forwarding, press **Forward Off** softkey

### **Conference Calls**

- During an active call, press **Conference** . Note: Your phone will automatically put your original call on hold and open a new line.
- Add the other person to the call by doing one of the following:
  - Enter the phone number and press **Call** softkey

- Press **Active Calls** softkey and select a held call
- Press **Conference** softkey
- Repeat steps to add additional callers
- You are able to have up to 7 callers in a single conference call

### Scheduled Conference Calls (Conference Now)

- Host a **Conference Now** meeting
  - Enter the **Conference Now** directory number on any Cisco IP phone to enter Conference Now conferencing system
  - Enter **Meeting Number** to open your dedicated meeting room
  - Enter host **PIN**
  - Conference Now meeting room is open (phone screen will indicate “Connected”)

**Note:** host will hear a single “beep” as each attendee joins meeting and a double “beep” if an attendee drops from a meeting

- Join a **Conference Now** meeting
  - Enter the **Conference Now** extension on any Cisco IP phone to launch Conference Now
  - Enter **Meeting Number** provided by host
  - If required, enter your **Attendee Access Code** (your four digit phone extension)

**Note:** If attendee joins the conference *before* the host has arrived, attendees hear call hold music until host joins meeting.

### Corporate Directory

- Press **Contacts** 
- Select **Corporate Directory**
- Select a search criteria
- Enter your search criteria and press **Submit** softkey
- Select the contact
- Press the **Call** softkey

### Applications

- Press **Applications** 
- The key applications you can access are:
  - Recent call lists (see 150 most recent individual calls)
  - Settings
    - Wallpaper
    - Ringtone
    - Screen brightness
    - Font size
    - Video settings
    - Call volume and ringer adjustments
  - Bluetooth device onboarding

### To Place, Answer and End Calls

- Make a Call
  - Enter a number and pick up the handset
  - Lift the handset and enter a number
  - Press an unlit line button and pick up handset
  - Press **New Call** softkey and enter a number
  - Dial 9 for an outside line
  - In case of Emergency, dial 2911
- Answer a Call
  - Pick up the handset
  - Press the flashing line button to answer the call
  - Press the **Answer** softkey
- Call Waiting
  - When on an active call, you know that a call is waiting when you hear a single beep and see the line button flash amber. To answer the incoming call, press the flashing amber line button or use the answer softkey. Your phone puts the original call on hold automatically and connects the ringing call.

- Video Calls
  - Make a call
    - Turn the ring around the camera clockwise to open shutter
    - (Optional) Press Self-View softkey and move the camera up and down to improve the perspective
    - Make your call using the options outlined in Make a Call section
  - Stop your video
    - Turn the shutter ring counterclockwise to close the camera shutter and stop sharing your video
- End Call
  - Press **End Call** softkey and place handset back in phone cradle
  - Place handset in phone cradle
- Redial
  - Press **Redial** softkey and pick up handset

### Using Call Hold

- While on a call, press **Hold** .
- To resume a call from hold, press **Hold** again or, press the pulsing green line button.

### Do Not Disturb (DND)

- Press the **DND** softkey to toggle on or off.
- DND silences the ringer, phone will beep once and display will be active on inbound call during DND

### Decline a Call

- Press the **Decline** softkey to immediately direct any incoming call to Voicemail. (Only available on phones configured with voicemail)

### Mute Your Call

- To mute audio, press **Mute** . Note: You will still be able to hear the caller and your camera continues to transmit video.
- Press **Mute** again to turn mute off

### Transferring Calls

- Press the **Transfer** button. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension to which you want to transfer your caller.
- Press the **Transfer** soft key again.
- Types of Transfers:
  - *Blind*—Press **Transfer**, dial number, press **Transfer**, and hang up.
  - *Announced*—Press **Transfer**, dial number, wait on the line, announce call, press **Transfer**, and hang up.
  - *Direct to voicemail*—Press **Transfer**, press **#8**, dial extension, press **Transfer**, and hang up.

### Corporate Directory

- Press **Contacts** .
- Select Corporate Directory
- Select a search criteria
- Enter your search criteria and press **Submit** softkey.
- To dial, scroll to listing and press Dial softkey or pick up handset/speaker button.