Basic Call Handling for Cisco 8845 Phones

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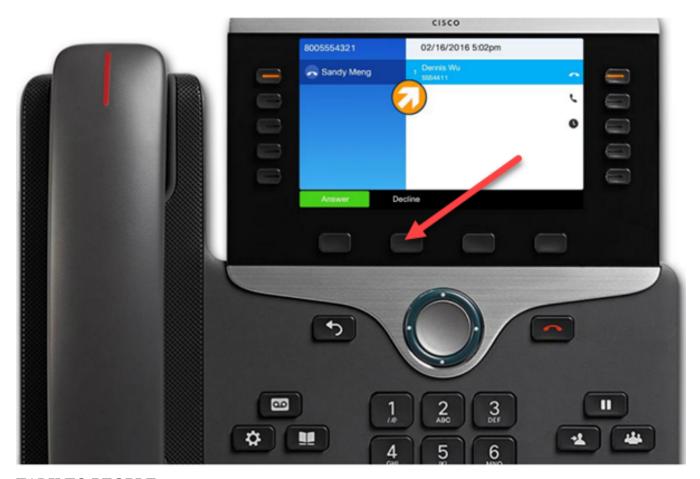
BASIC CALL HANDLING ON CISCO 8845

ANSWER CALLS

INCOMING CALLS

When a new call rings on your phone, you will see a few indicators. A flashing light on the handset, a flashing light on the line button, and a ringing call icon displays with caller ID Information.

You can use the **Decline** softkey to redirect a ringing call to your voicemail or to a predetermined phone number.

TALK TO PEOPLE

There are three ways to talk to people on your phone. You can use the handset, a headset or the speakerphone. When the phone rings, you can pick up the handset and simply start talking to the person who is calling you. If you are a headset user and your headset has built in controls on it, you can answer

the call from your headset. Make sure you have pressed the headset button to send the sound to your headset. Your phone will stay in headset mode for the next call as well. If your headset does not have built-in controls, make sure the headset button is lit, then press Answer to answer the call. Some people prefer to use the speakerphone. You can press the speakerphone button to answer a ringing call. Some people like to press the session button to answer calls. You can do that as well. The call now shows the connected call icon, and the call timer is displayed.

SECOND CALL

If a second call comes in while you are already on a call, a second session label displays. To answer a second incoming call, you must press the blinking session button to answer the second call. To "Decline" an incoming call while on another call, scroll down to it and press **Decline**. Or, while it is selected, you can select **Answer**, and the first call will automatically be placed on hold.

SWITCHING BETWEEN CALLS

To switch between connected calls, press the blinking **session button** of the held call to swap between calls, and the other call will automatically be placed on hold.

ENDING A CALL

To end a call, press the Release button, or the **End Call** softkey. To end a call on hold, you must resume the call first. Then you can hang up the handset, or if you're on a headset or speakerphone, press the selected audio path key.

MAKE CALLS

DIALING

To pre-dial, enter the number you wish to dial. If you make a mistake while dialing, use the **backspace** softkey. As you begin to dial, the phone will search for similar numbers. Instead of dialing the full number, you can scroll down to a match if that is who you want to call. Next, go off hook by either lifting the handset, press the **headset** button, or press the **Call** softkey. To place a call while another call is active, press the **New Call** softkey, and the first call will be placed on hold automatically. These phones won't let you accidentally hang up on somebody by placing a new call.

OUTSIDE CALLS

To make an outside call, hold down the **star key** for two seconds to get the **plus sign** for plus dialing. Then enter the **full local or long-distance number** and press the **Call** softkey.

BUSY SIGNAL

If you try to reach someone and you get a busy signal or voicemail, or the call is not answered, you may use the Call Back feature to let you know when that person is available to talk. If enabled, call back appears on your phone as a feature button or a softkey. While listening to the busy tone or a ring sound, press **Call back**. A confirmation screen displays on the phone. Press **Exit** to exit the confirmation screen. When the person you are trying to reach becomes available, you will receive an audio and a visual notification on your phone when the line is free. Press **Dial** to place the call again. For more information about the Callback feature, contact your system administrator.

HOLD AND TRANSFER CALLS

HOLD

To put a call on hold, press the **Hold** key. The hold icon appears and the LED indicator pulses green. To resume the call, press the **Hold** key again, or press the pulsing **green session button**. You can also use the **soft key** to put a call on hold, as well as resume a call on hold.

TRANSFER

To transfer a connected call, first press the **Transfer** key. The call will be placed on hold. Then dial the **transfer recipient's number**.

[Click here for the Cisco 8845 IP Phone User Reference Article.](#)

If you have more questions, email ITHELP@clemson.edu or call 864-656-3494.

Online URL: https://hdkb.clemson.edu/phpkb/article.php?id=2822