

8831 Reference Guide



8831 Conference Phone Button Key

- 1 Display Screen
- 2 Soft Key Buttons
- 3 Navigation and Select Buttons
- 4 Answer Button
- 5 Dial pad
- 6 Mute Button
- 7 Volume Rocker

Note: to get to some soft keys, you must press the **more > soft key**

Soft keys

- These are the four keys located directly below the screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)

To Place, Answer and End Calls

- Pick up or hang up the handset, OR
- Activate the headset or speaker phone, OR
- Use soft keys: **Redial, New Call, Dial, Answer** or **End Call**, where appropriate.
- Dial **9** for an outside call
- Dial **9-911** emergency services.

Hold and Resume a Call

- While on a call, press the Hold button. (The Hold icon displays)
- To return to the call, press the Resume soft key.

Call Waiting

- To answer the ringing call, press the flashing green line button. Your phone puts the original call on hold automatically and connects the ringing call.
- To swap back to call on hold, press the **swap** soft key.

Transferring Calls

- With an active call, Press the **Transfer** soft key. 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. You will now connect to this phone.
- Press the **Transfer** soft key again. You are now disconnecting yourself from the call and connecting the other callers.
- To cancel a transfer, press the **Cancel** soft-key. Then press the **Resume** soft-key to reconnect with the original caller.
- Hanging up without pressing Transfer the second time places the call on hold. If this occurs, use the **Resume** soft-key to get the caller back.
- You cannot use Transfer to redirect a call on hold. Press **Resume** and then restart the transfer.

Transfer Options:

- *Blind*
 - Press the Transfer button, dial number, hang up or press Transfer button again. It should indicate "Call Transferred Successfully"
- *Consult*
 - Press Transfer button, dial number, wait on the line, announce call, hang up or press Transfer button again.
- *Direct to voicemail*
 - Press the Transfer button, press Asterisk* (star) key, dial extension, hang up or press Transfer button again.

Forwarding Calls:

- Press the **Fwd All** soft key. You will hear two beeps.
- Dial the extension to which you would like to forward the calls, or press the **Msgs** soft key to forward all calls to your voice mail.
- To cancel, press the **Fwd Off** soft key once.

Conference Calls:

- During a call press the **Conf** soft key. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or phone number that you would like to add to the conference.
- Optional: Before the next step, you may press the **Swap** soft-key to toggle between the new caller and the existing callers.
- Press the **Conf** soft key again to combine all parties together in conference
- Repeat to add additional callers (up to six total).
- To add caller held on other line, press **Conference** soft key and then press the other line button.
- Press **ConfList** soft key to view list of participants
- Conferencing phone only may press **Remove** soft-key to remove highlighted caller on Details screen from the conference.

Features Menu/ User Options:

- Press the **Apps** soft key button and select Preferences
 - ◇ Ringtone
 - ⇒ **Set, Play, or Cancel.**
 - ◇ Contrast
 - ⇒ Use the **Navigation bar** to change the contrast on your screen.
 - ⇒ Press the **Save** soft key or press **Cancel** to exit
- Press the **Apps** soft key and select Call History for Call History
 - ◇ Select Call History. The list by default, shows missed calls
 - ◇ To see Placed and Received Calls, select the **All Calls** soft key
- Press the **Contacts** soft key for the Corporate Directory
 - ◇ Select Corporate Directory
 - ⇒ Search for extensions or people by first name, last name, or extension.
 - ⇒ Search parameters are not case sensitive.
 - ⇒ Note: Users will only be in the directory if they have a VoIP phone and if they have a direct line.