

Your Phone



- ① Incoming call or voicemail indicator
- ② Camera (Cisco IP Phone 8845 and 8865)
- ③ Line keys, SCA, and BLF buttons
- ④ Softkeys
- ⑤ Back, Navigation cluster, and Release
- ⑥ Hold, Transfer, and Conference
- ⑦ Headset, Speakerphone, and Mute
- ⑧ Voicemail, Menu, and Directory
- ⑨ Volume

Feature and Session Buttons

Use the line keys to access assigned lines or access features such as Speed Dials, Shared Call Appearance (SCA), and Busy Lamp Fields (BLF).

Buttons illuminate to indicate status:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, slow flashing: Line on hold
- Red, fast flashing: Incoming call
- Amber, steady: Line unregistered
- Amber, flashing: Line registering

Make a Call

Enter a number and pick up the handset.

Answer a Call

Press the fast flashing red line button. If line is shared, you must select "answer" softkey.

Put a Call on Hold

1. Press Hold .
2. To resume a held call, press Hold again.

View Your Recent Calls

1. Press Menu .
2. Scroll and select Recents.
3. Select a line to view.


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 Transfer again.


Add Another Person to a Call

1. From an active call that is not on hold, press Conference .
2. Enter the number you want to join and press Dial.
3. Once the call is connected, press Conference again.


Make a Call with a Headset

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

Make 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.

Stop Your Video

(Cisco IP Phone 8845 and 8865 only.)

1. Turn the camera shutter counterclockwise to stop your video.
2. Turn the camera shutter clockwise to start your video.

Listen to Your Voice Messages

Press Messages  and follow the voice prompts.

Forward All Calls

1. Select the right side softkey with Dots “...” to locate the Forward and press this softkey.
2. Select the Forwarding All and set to “On”.
3. Dial the number that you want to forward to and select the softkey “Set”.
4. To receive calls again, select the softkey with Dots “...” to locate the Clr Fwd softkey and press this softkey to end call forwarding.


Forward Busy

1. Select the right side softkey with Dots “...” to locate the Forward and press this softkey.
2. Select the Forwarding Busy and set to “On”.
3. Dial the number that you want to forward to and select the softkey “Set”.
4. To receive calls again, select the softkey with Dots “...” to locate the Clr Fwd softkey and press this softkey to end call forwarding.


Forward No Answer

1. Select the right side softkey with Dots “...” to locate the Forward and press this softkey.
2. Select the Fwd No Answer and set to “On”.
3. Dial the number that you want to forward to and the number of rings then select the softkey “Set”.
4. To receive calls again, select the softkey with Dots “...” to locate the Clr Fwd softkey and press this softkey to end call forwarding.


Adjust the Volume in a Call

Press Volume  left or right to adjust the handset, headset, or speakerphone volume to a higher or lower setting when the phone is in use.


Adjust the Ringtone Volume

Press Volume  left or right to adjust the ringer volume to a higher or lower setting when the phone is not in use.


Change the Ringtone

1. Press Menu .
2. Select User Preferences.
3. Select Audio Preferences.
4. Select Extension (line key).
5. Use Navigation Cluster right arrow, to go to the list of ringtones.
6. Scroll through the list of ringtones and press Play to hear a sample.
7. After choosing your ringtone using the “Select” softkey and then press the Set softkey to save the new ringtone.

Adjust the Screen Brightness

1. Press Menu .
2. Select User Preferences.
3. Select Screen Preferences.
4. Select Display Brightness using the Navigation cluster.
5. Press the Navigation Cluster left to decrease, or right to increase, the brightness.
6. Press Save.

Adjust the Screen Backlight

1. Press Menu .
2. Select User Preferences.
3. Select Screen Preferences.
4. Select Backlight timer.
5. Press Navigation Cluster Select to scroll through the options.
6. Press Set to save your selection.

For further information on other Masergy supported telephones, please visit the Masergy [IP Phones](#) webpage.