

Your Phone



1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, and Conference
6. Speakerphone, Headset, and Mute
7. Voicemail, Applications, and Directory
8. Volume

Line and Feature Buttons

Use the line and feature buttons to view calls on a line, access features such as Speed Dial, and to perform tasks such as resuming a held call.

Buttons illuminate to indicate status:

- or Green—Line is idle.
- or Red, steady—Line is active or in use.
- or Red, flashing—Line is on hold or there is an inbound call.
- or Amber, steady—Line is unregistered (cannot be used).

Make a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing red line button.

Put a Call on Hold

1. Press **Hold** or **Hold**.
2. To resume a call from hold, press **Hold** or **Resume**.

View Your Recent Calls

1. Select a line to view.
2. Select **Recents**.

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 and press **Call**.
3. Press **Transfer** again.

Add Another Person to a Call

1. From an active call, press **Conference** .
2. Enter the phone number for the party you want to add and press **Call**.
3. 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 Call

1. Press **Mute**  .
2. Press **Mute** again to turn mute off.

Listen to Voice Messages


Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward All Calls

1. Select a line and press **Forward all**.
2. Dial the number that you want to forward, or press **Voicemail**.
3. When you return, press **Clr fwd all**.


Adjust the Volume During a Call




Press **Volume**  up and down to adjust the volume while you are on a call.

Adjust the Phone Ringer Volume



Press **Volume**  up and down to adjust the ringer volume when the phone rings or when the phone is not in use.


Change the Ringtone

1. Press **Applications**  .
2. Select **User preferences > Ringtone > Ext (n) – Ring tone**, where n= extension number.
3. Scroll through the list of ringtones and press **Play** to hear a sample.
4. Press **Select** and then **Set** to save a selection.

Adjust the Phone Display Brightness

1. Select **User preferences > Screen preferences > Display brightness**.
2. Press the Navigation cluster up or down to increase or decrease the brightness.
3. Press **Save**.

Set the Backlight Timer

1. Press **Applications**  .
2. Select **User preferences > Screen preferences > Backlight timer**.
3. Press the **Select** button to scroll through the options and select a timer duration.
4. Press **Set** to apply the selection.

User Guide

View the full User Guide at <https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html>

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