

# HISD

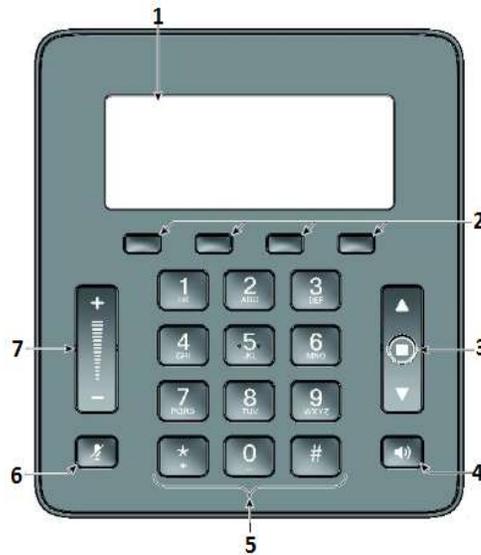
## Information Technology

TRANSFORMING EDUCATION THROUGH TECHNOLOGY

### Cisco 8831 Quick Start Guide



Houston ISD Service Desk  
Phone: 713-892-SERV (7378)  
<https://servicedesk.houstonisd.org>



	Item	Description
1	Phone screen	LCD screen that displays menus & features
2	Soft keys	Four programmable keys that change depending on what functions are needed. Functions include: Redial, New Call, Apps (Settings), More, Contacts, Fwd All, Cancel, Transfer, Hold, Resume, Conf, Conf List, etc.
3	Navigation bar with Select key	2-way Navigation bar and Select key that allows you to scroll menus and select items on the display.
4	Call button	LED backlit call button.
5	Keypad	Allows you to dial phone numbers
6	Mute button	Mute feature. A red backlight indicates a call is on mute.
7	Volume	2-way volume switch that raises the volume of the speaker.

#### Dialing, Answering and Ending a Call

1. Dial the phone number using the keypad
2. Press the Call button  to place the call.
3. To answer a call press the call button .
4. To end the call press the call button .

#### Mute

1. While on a call, press **mute** .
2. Press  again to turn off the mute.

#### Call History

1. Press the soft key labeled Apps .
2. Select **Call History**.
3. To dial, highlight a listing, and then press Dial

#### Hold

1. Press the hold soft key.
2. To resume a call, press the resume soft key that will appear where the hold soft key was.

#### Transfer

1. From an active call, press more and then press the transfer soft key.
2. Enter the transfer number.
3. Press **transfer** again.

#### Conference

1. From an active call press more twice and then press the Conf soft key
2. Make a new call.
3. Press the Conf soft key again. The phone displays "Conference".
4. Repeat steps to add more participants.

**Join Calls:** you can conference the active call with the held calls either on the same line or across lines.

1. From an active call, press the Conf soft key
2. Press the Calls soft key to select the held call, and press the Conf soft key again to create the conference.

**View and Remove Participants:** during a conference.

1. press more twice and press ConfList.
2. To remove a participant, scroll to the participant and press the remove soft key.