Getting to Know the Cisco IP Phone 6800 Series with Multiplatform Firmware

Objective

The objective of this document is to become familiar with the Cisco IP Phone 6800 Series with Multiplatform Firmware.

Introduction

Cisco IP phones have been designed to match the needs of your company. Voice communication is transforming to be more unified, flexible, and integrated. Cisco multiplatform phones are ideal for offices powered by Cisco BroadCloud, or with supported third-party cloud-calling platforms including Asterisk, Centile, and Metaswitch platforms. Enjoy superior audio clarity with enterprise-grade IP phones for businesses of any size.

The Cisco IP Phone 6800 Series with Multiplatform Firmware comes with many features to give you a positive user experience. This article will give an overview of the 6800 series phones and basic features.

Applicable Devices

- IP Phone 6821 with Multiplatform Firmware
- IP Phone 6841 with Multiplatform Firmware
- IP Phone 6851 with Multiplatform Firmware

Software Version

- 11.2.3

An Overview of the 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:

- Green, steady: Line is idle
- Red, steady: Line in use
- Red, flashing: Incoming or held call
- Amber, steady: Line is unregistered

Using the Cisco IP Phone 6800 Series with Multiplatform

Firmware

Place and end a Call

You can either enter the number and then pick up the handset, or pick up the handset and then enter the number. Press the **call softkey.**

To end a call, put the handset back in its cradle and press the End softkey.Note: In this guide, the handset is used in most descriptions. The speaker key or headset key are an alternate option.Answer a CallPick up the handset and press the flashing red line button or press the flashing red line button and then pick up the handset. Either way will work.Note: It will answer on either speakerphone or headset if that was the last one used.

Put a Call on Hold

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

Note: When a call is on hold, you cannot hear the caller and they cannot hear you.View Your Recent Calls

1. Press Applications
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 or extension.
3. Press Transfer again (before or after the party answers).

Add Another Person to a Call

1. From an active call, press Conference.
2. Enter the number you want to join and press Dial.
3. Once the call is connected, press Conference again.

Place a Call with a Headset

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

Place 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 the mute off.

Note: When you use the mute button, the caller can't hear you, but you can hear them.

Listen to Voice Messages

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

Forward All Calls

1. Select a line and press Fwd All .
2. Dial the number that you want to forward to, or press Voicemail.
3. When you return, press -CFwdALL.

Adjust the Volume in a Call

Press Volume up or down to adjust the headset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

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

Change Ringtone

1. Press Applications.
2. Select User preferences > Audio preferences > 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 Set to save a selection.
5. Press Back to exit.

Adjust the Screen Contrast

1. Press Applications.
2. Select User preferences > Screen preferences > Contrast level.
3. Press up to increase, or down to decrease the contrast.
4. Press Save.

Adjust the Screen Backlight

1. Press Applications.
2. Select User preferences > Screen preferences > Backlight timer.
3. Press On or Off, or select a length of time for the backlight to be on.

Conclusion

This guide should have helped you get familiar with the most often used features on Cisco IP Phone 6800 Series with Multiplatform Firmware.For more information on the various features of the models in this series, or watch a three minute video overview of the 6800 series, click here.If you would like to compare all models, or watch a two minute video overview of the Multiplatform phones across all series, click here.For the complete Users Guide, click here.