Cisco Unified IP Conference Phone 8831 for Third-Party Call Control Quick Start Guide

Thank you for choosing the Cisco Unified IP Conference Phone 8831 for Third-Party Call Control. This guide describes how to install your phone and how to perform some basic tasks. The features available on your phone depend on the type of system to which your phone is connected. Your phone system might not provide all of the features mentioned in this document. Contact your phone system administrator for questions about phone features.

Package Contents

- Sound Base (with built-in mic)
- Display Control Unit (DCU)
- RJ-45 Ethernet Cable

Note Wired microphone, or wireless microphone (with charger) can be used with the conference phone.
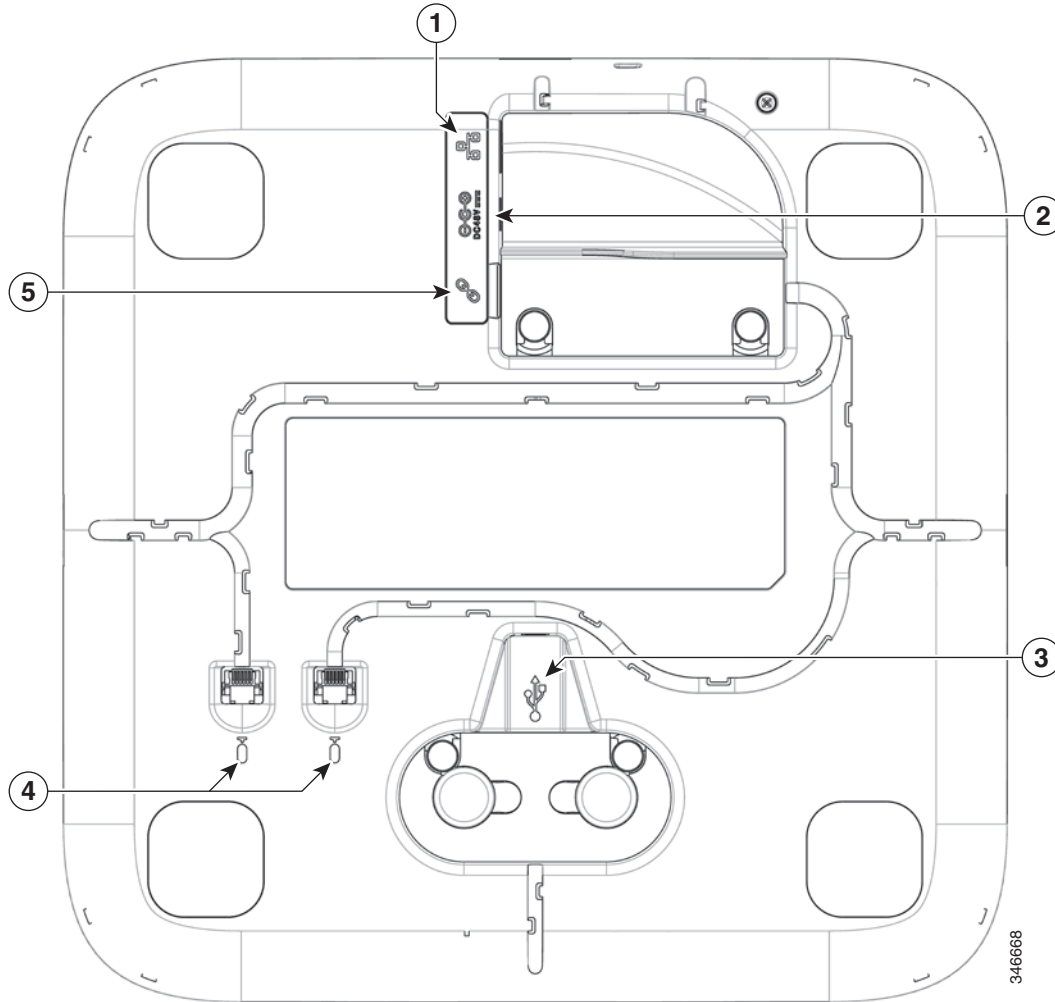
1 Install the Cisco Unified IP Conference Phone 8831 for Third-Party Call Control

Figure 1   Bottom View of the Sound Base

1	Network cable port
2	External power connection
3	Display Control Unit USB port. Connects the DCU to the base.
	Note Press firmly to seat ferrite bead between cord posts.
4	Wired extension microphone jack
5	Daisy chain cable port. Connects two Sound Base units in Linked Mode.

Use these procedures to install the phone and connect it to your network.

Step 1 Turn the Sound Base over to expose the ports on the back of the unit.

Step 2 Connect the Display Control Unit (DCU) to the Sound Base.

Step 3 If you are using an external microphone, connect it to one of the microphone jacks.

✎
Note You can connect 2 wired microphones to the Sound Base.

Step 4 If you are using an external power source, insert one end of the power cord into an outlet and insert the other end of the power cord into the power port on the Sound Base.

Step 5 Connect your phone to the network:

- Using an Ethernet Connection—Insert one end of the Ethernet cable into the network port on the phone body marked "SW." Insert the other end of the Ethernet cable into the appropriate device, such as a network switch, on your network.

- Using a Wireless Connection—You can use a Cisco WBPN Wireless-N Bridge with the IP phone to create a wireless connection between the phone and the network. See the WBPN documentation on Cisco.com for more information. The "Related Documentation" section contains links to the documentation area on Cisco.com.

Step 6 If you are using 2 Sound Bases, they should be daisy chained. (Connect the daisy chain cable to the daisy chain cable port in the Sound Bases.)

✎
Note The DCU should be connected only to the master unit (Sound Base with wall power, DCU, and network cable) of a daisy chain.

2 **Phone Hardware and Buttons**

The Conference Phone has two primary components:

- Display Control Unit (DCU)
- Sound Base

In addition, the following optional extension kits can be added to or used with the conference phone:

- Wired Microphone Extension Kit
- Wireless Microphone Extension Kit and Charger

The following table identifies the buttons and hardware on the Sound Base, Wireless Microphone Extension, and DCU.

Table 1   Buttons and Hardware on the Components of the Phone

	Item	Description
1	Sound Base LED	Three LED indicators provide call status information
2	Sound Base mute button	Backlit mute button
3	Extension mic mute button	Backlit mute button
4	Wireless extension LED	Provides status information
5	DCU mute button	A red backlight indicates a call is on mute.
6	DCU call button	LED backlit call button

Display Control Unit

The Display Control Unit (DCU) is tethered to the Sound Base via a micro USB connector.
You can use the graphic and table below to identify buttons and hardware on the DCU.

Table 2   ***Display Control Unit Buttons and Softkeys***

	Item	Description
1	Phone screen	LCD screen that displays conference phone menus and features.
		If the conference phone is in an off-line state, the idle screen displays the message Phone is not registered and the Apps softkey remains available.
2	Softkeys	Four programmable keys
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
		Press this key to:
		• Go Off Hook
		• Answer an incoming call
		• Obtain a dial tone to initiate a call
		• Resume a call
		• Release a call
5	Keypad	Allows you to dial phone numbers and enter letters.
6	Mute button	Toggles the Mute feature. A red backlight indicates a call is on mute.
7	Volume rocker	2-way rocker switch that raises the volume of the speaker.

3 Common Phone Tasks

This table lists common phone screen tasks.

Table 3 **Common Phone Screen Tasks**

Place call	Press 🔊 or **New Call.** You can do this before or after dialing.
Answer call	Press 🔊 or **Answer.**
End call	Press **End Call.**
Redial	Press the **Redial.**
Mute conference station	Press 🎙 on the Sound base, DCU or microphone.
View call history	Press **Apps** and select Call History. To dial, highlight a listing, and then press **Dial.**
Hold/Resume call	Press **Hold.** To resume a call, press 🔊 or **Resume.**
Transfer call to a new number	Press **Transfer,** enter the number, and then press **Transfer.**
Start a standard (ad hoc) conference call	Press **Confrn,** dial a participant, and press **Confrn.**
Forward all calls	Press **CFwdALL.**
Join	In a conference call, press **Join** to keep the other parties in the call and disconnect yourself.

4 Phone Screen Icons and Softkey Definitions

Table 4   Phone Screen Icons

Line and Call States

⏸	Call on hold
	Connected call
	Incoming call
	On-hook
	Off-hook
	Shared line in use

Other Features

✓	Selected option
	Linked mode
🔒	Encrypted
🎤	Microphone on

Figure 2 **Phone Screen Layout**

	Item	Description
1	Header	Displays date, time, and current directory number. Displays menu name when applicable.
2	Line details and other phone information	Displays line label, call details, and status messages, such as missed calls, message waiting, and line forwarding information.
3	Call State icon	Indicates the status of a call, such as ringing, hold, encrypted or connected call.
4	Softkey labels	Displays softkeys for currently available features or actions.
5,6	Feature icons	These icons are displayed when an associated feature, such as extension microphones (5) or Link mode (6) is connected

Table 5 **Softkey Definitions**

Answer	Answer incoming call
Apps	Access phone applications and phone settings menus
Cancel	Stop current operation
Confrn	Create conference call
Contacts	Enter contacts menu to view corporate or personal address book contacts
End Call	End active call
CFwdALL	Forward all incoming calls
Hold	Place active call on hold
More	Display additional softkeys
New Call	Place new call without disconnecting from current call
Redial	Redial the most recently dialed number
Resume	Resume on-hold call
Transfer	Transfer call
DND	Do Not Disturb
Bxfer	Perform a blind call transfer (transferring a call without speaking to the party to whom the call is transferred)
Join	In a conference call, keep the other parties in the call while you can disconnect from the call

5 Related Documentation

Use the following sections to obtain related information.

Cisco IP Phone 8800 Series Documentation

Refer to publications that are specific to your language, phone model, and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-series-home.html

Cisco Unified Communications Manager Documentation

See the Cisco Unified Communications Manager Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html

Cisco Business Edition 6000 Documentation

Refer to the Cisco Business Edition 6000 Documentation Guide and other publications that are specific to your Cisco Business Edition 6000 release. Navigate from the following URL:

http://www.cisco.com/c/en/us/support/unified-communications/business-edition-6000/tsd-products-support-series-home.html

Cisco IP Phone Firmware Support Policy

For information on the support policy for Cisco IP Phones, see http://www.cisco.com/c/en/us/support/docs/collaboration-endpoints/unified-ip-phone-7900-series/116684-technote-ipphone-00.html.

Documentation, Service Requests, and Additional Information

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html

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