



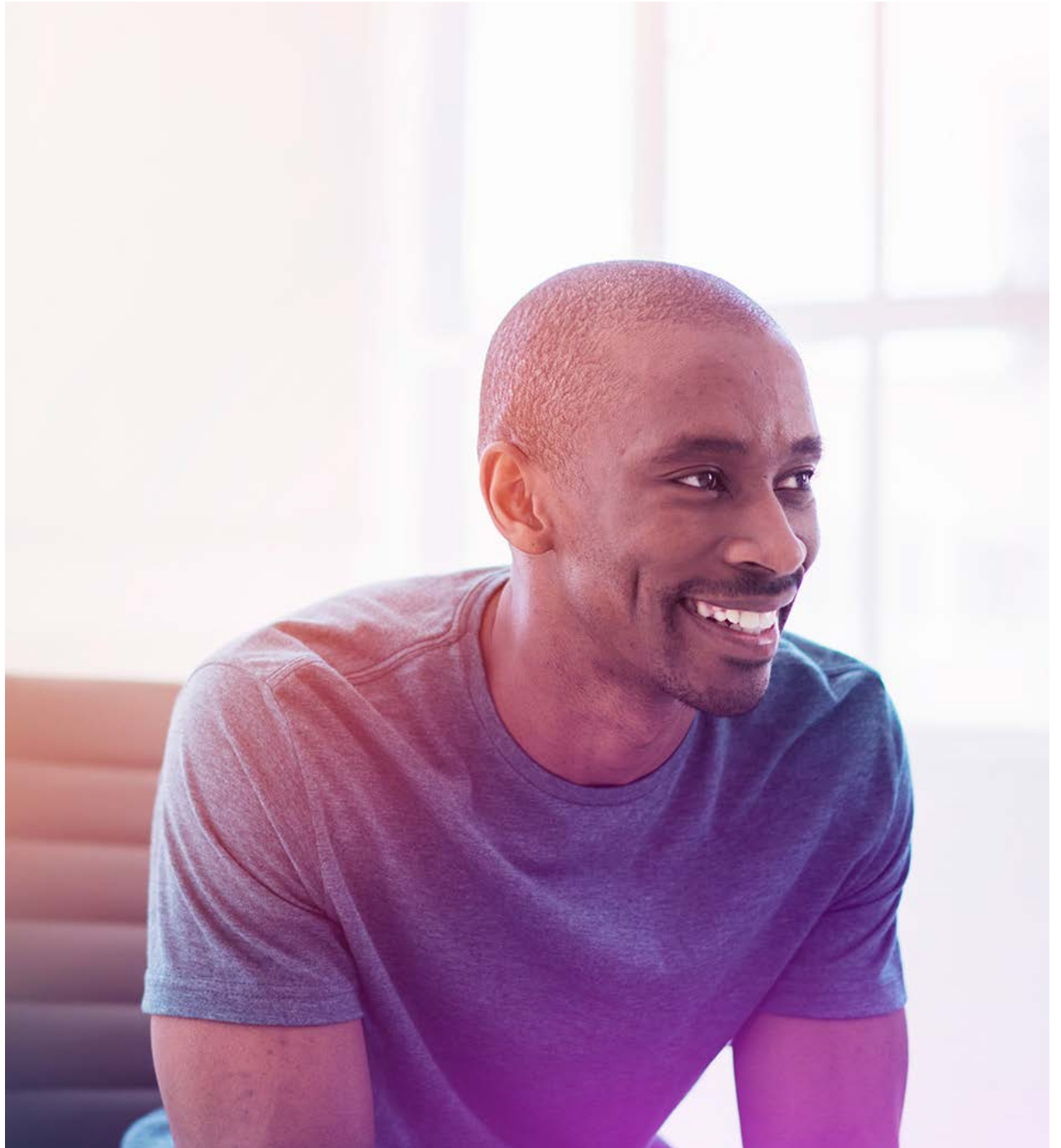
Cisco IP Phone 6861

A guide to using your phone



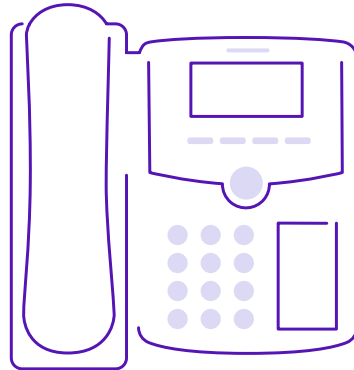
Contents

What's in the box	3
Set up your phone	4
Get to know your phone	5
How to handle calls	6
How to manage your contacts	8
Your problems solved	9
Make sure you can successfully call emergency services	10



What's in the box

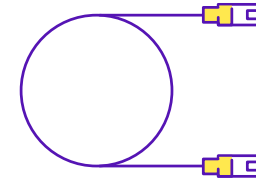
You'll unpack:



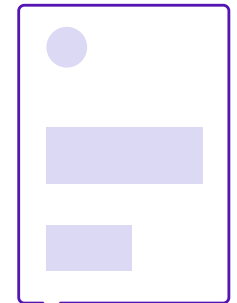
Cisco IP Phone 6861 including a handset with a separate coiled cable – to connect into the handset and then into the phone



Plug adaptor – to connect the phone to the power



Ethernet cable – optional if you wish to connect your phone directly to the internet



Quick start guide

Set up your phone by following these simple steps

To start using your phone, you should:

1. Check your broadband is working
2. Set up your phone and turn it on
3. Choose if you are connecting via ethernet cable or via wi-fi


Step one:

Check your broadband is working

If your broadband's up and running the light on your Hub will glow blue

Step two:

Set up your phone and turn it on



Plug the handset into the  port on the base of the phone and turn it on. When you see **network failure** appear on screen, don't worry – it means you're ready to connect to the wi-fi.

Step three:

Choose to connect via ethernet cable or wi-fi

Plug the ethernet cable provided into the port of the base of the phone and the other end into an ethernet port on the Hub. The phone will then connect to your Hub and automatically connect to the voice service.

If you're connecting to your Hub using wi-fi, press the **settings** button

 and using the central navigation button , press down and select **4**. Select **network configuration**, then, **wi-fi configuration**. There you have the choice to either type in your wi-fi password or use the WPS button on your Hub.

To type in your wi-fi password:

- Select wi-fi profile and if your Hub is not listed, click **scan** and it will appear
- Select your Hub and click down to highlight **passphrase** – using the number keys, type your wi-fi password (which is on the back of your Hub) and click **connect**

The phone will now connect to your wi-fi.

Or

To use the WPS button on your Hub:

- Select wi-fi type and it will change to WPS. Then click **set**

You'll then see a push button configuration; enter that and press **select**

- Follow the message that appears – click the **WPS** button on your Hub, then click **continue** on your phone.

This will link the phone to your Hub.

After 30-60 seconds the phone will automatically connect to the voice service. Your phone number will appear on screen and there'll be a green light on the top left button, showing you're connected.

Get to know your phone









Here's what the buttons mean:

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. Voice mail, applications and directory
8. Volume

Line and feature buttons

You can use the line and feature buttons to view calls, access and use features.

Buttons light up to indicate the phone's status:


- | | |
|--|--|
|  or  | Green: line is idle |
|  or  | Red (steady): line is active or in use |
|  or  | Red (flashing): line is on hold or there's an inbound call |
|  or  | Amber (steady): line is unregistered (it can't be used) |






How to handle calls

There are a few ways to call people

Just dial the number and pick up the handset or click the **speakerphone** button. 


To call a contact in your directory

1. Press the **directory** button 
2. Select **personal address book**
3. Choose the contact you want and press **call**



To call a number from your redial list

1. Press the **redial** softkey on the screen
2. Choose the number you want and press **call**


To call a number from your call history


1. Press the **settings** button 
2. Select **recents**
3. Select type of call – e.g. all calls
4. Choose the number you want and press **call**

To call using a headset


1. Plug a headset into the headset port  on the base of the phone
2. Enter a number using the key pad, or contacts
3. Press **headset** 

Answer a call


To answer a call – just lift the handset, or press the red flashing line, or push the **speakerphone** button 

1. Press the **mute** button 
2. Press it again to unmute

Hold a call

1. Press the **hold** button  or the button by **hold** on the screen
2. To resume press it button again or the button by pressing **resume** on the screen

To transfer a call to another person

1. From a call that's not on hold, press **transfer**
2. Enter the number of the person you are transferring to
3. Press **transfer** again 



To add a third person to the call

1. From an active call press **conference** 
2. Enter the phone number of the person you want to add and press **call**
3. Press **conference**  again for all three people to speak

Change the volume on the call or of the ringer

1. Use the volume key to adjust the volume during a call
2. To adjust the ringer volume use the same key when the phone is not in use or when it is ringing


End a call

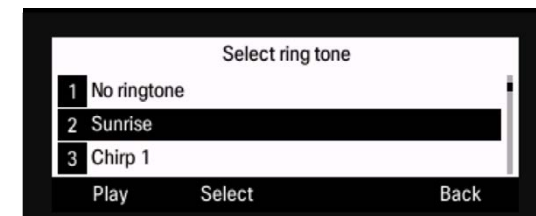
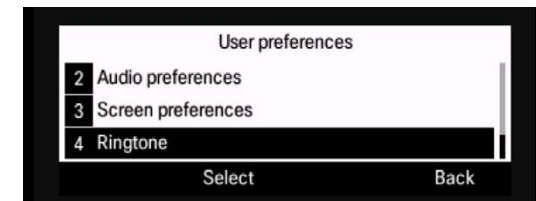
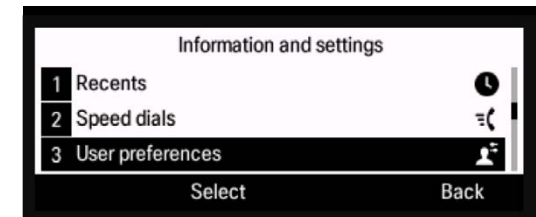
Simply hang up, or press the **end call** softkey. If using speakerphone you can press the  and if using a headset press the **headset** button 

To listen to voicemail

Press the **voicemail** button  and follow the voice prompts

To change the ringtone


3. Press the **settings** button 
4. Select **user preferences**, then **ringtone**
5. Scroll through the ringtones and press **play** to listen to them. Then press **select** and set to save your selection.

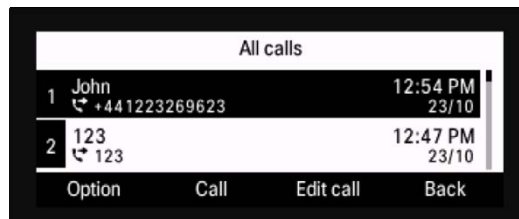
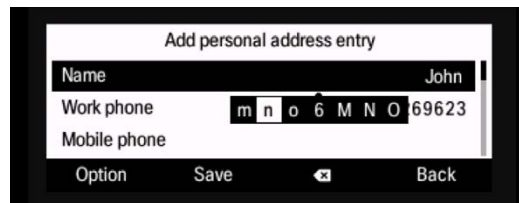
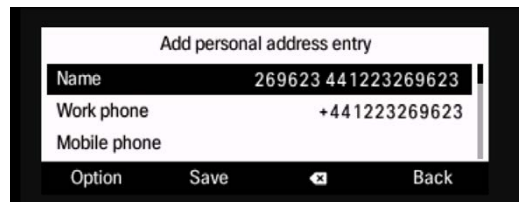
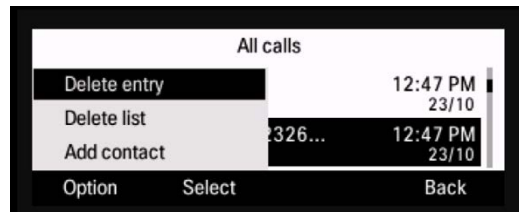


How to manage your contacts


There are a few ways to add contacts to your phone directory.

To add a number from your redial list or your recent call list to your personal address book:

1. Press the **option** softkey
2. Select **add contact**
3. Delete the number from the **name** section using the delete arrow
4. Add the name you want using the number keys
5. Press the button by **save** – and then the name will appear in you recent call list. The name and number will also be saved to your personal address list, which can be accessed by pushing the **directory** button 

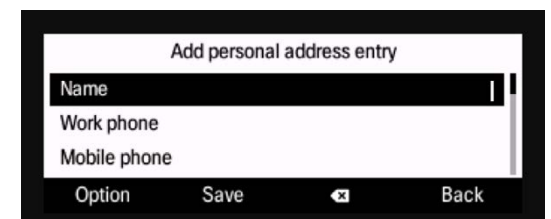
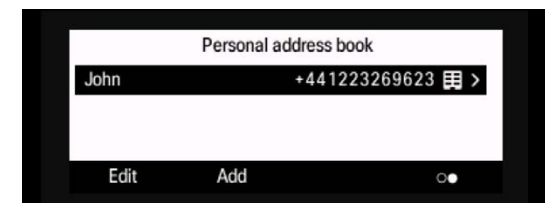
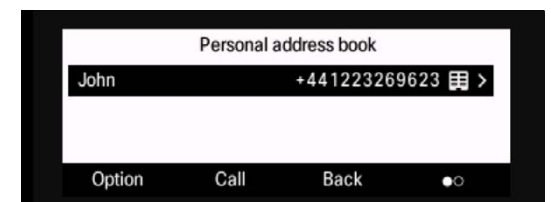
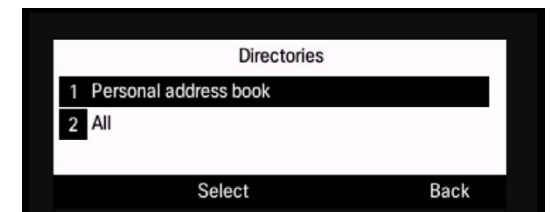


To add directly into the directory, where you can search, edit and delete contacts:

1. Press the **directory** button 
2. Press the softkey under the circles
3. Select **add** and enter your contacts details and press **save**

The personal address book is local to your phone; by selecting this you can see all the contacts saved on it. You can call them from here, as well as edit and add entries.

By selecting the **options** button you can search the contact list, delete and manage entries.



Your problems solved


Can I check if my phone is connected?

Yes. If the light on the top left button is green your phone is connected. If it's amber then it is disconnected. First check if your broadband is connected – the Hub's light would be blue. Any other colour indicates an issue and should be investigated. If it's blue then check if the phone is connected to the wi-fi.

How do I check if my wi-fi is connected?

Press the **settings** button , then select **wi-fi configuration**, then **wi-fi status**. This will confirm if the wi-fi is connected and the signal strength. If the wi-fi is disconnected please follow the steps at the start of the user guide to reconnect the phone to your Hub via wi-fi.

My broadband is connected and wi-fi seems ok, but I'm still having issues. What do I do?

Turn the wi-fi off and back on again using the menu, this could recover the connection. Press the **settings** button , select **network configuration**, then **wi-fi configuration** and **wi-fi on**. Change to **off** and press **set**. This will disconnect the wi-fi. After the phone returns to the main menu, follow same steps and change back to **wi-fi on** and set. The phone will automatically re-connect to the wi-fi and confirm the configuration.

I can make calls but people can't call me. What's gone wrong?

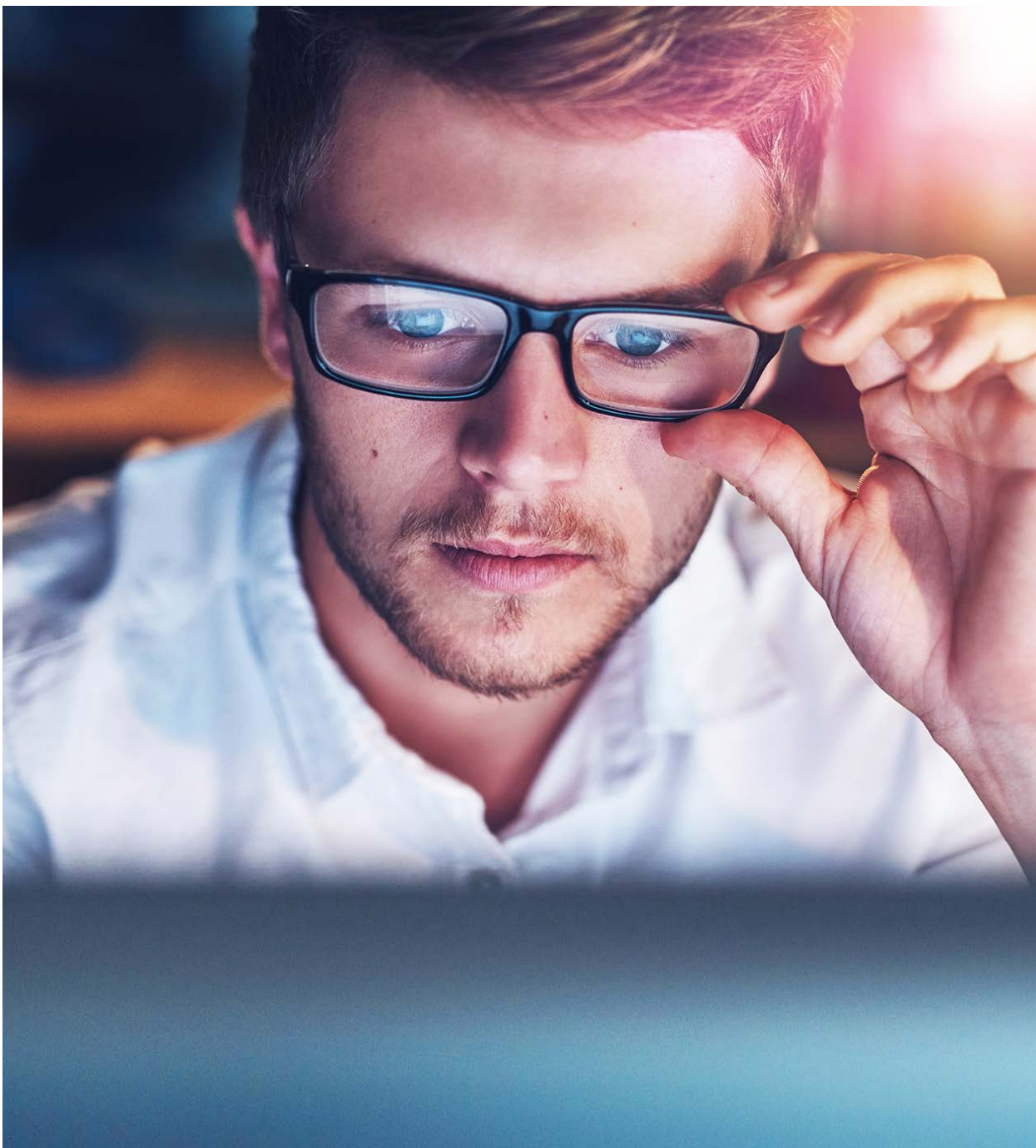
Check if your handset is set to **do not disturb**. Pressing **clr DND** will remove it.



My phone still isn't working

Don't worry. We should be able to help. Call us on **0800 389 0537**.





Make sure you can successfully call emergency services

Keep your address updated

Your Cloud Voice number's registered to a specific address. When you make a 999 or 112 call from your phone number, that's the address emergency services will see.

We don't update your address automatically. So please tell us if you start using Cloud Voice in a different location.

You might not be able to make 999 or 112 calls when your internet network is down or during a power cut, or if you're using Cloud Voice from an app.



Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2019. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

May 2020