



CLOUD VOICE S Service
Cisco Unified IP Phone 8831
User Guide
(Version 5.0)

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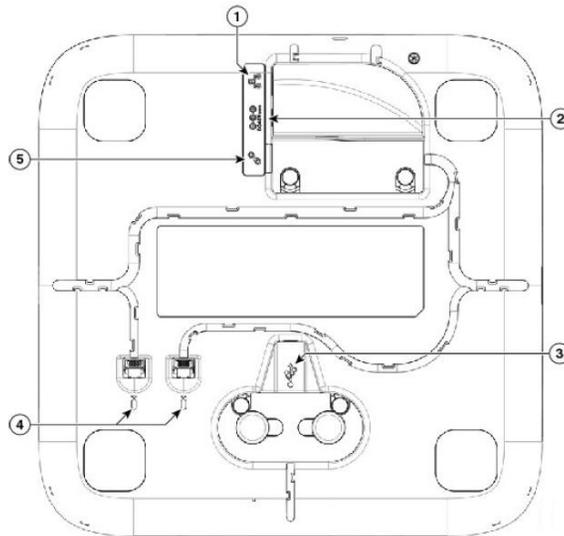
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CLOUD VOICE S service enabled by Cisco Unified IP Conference Phone 8831 enhances people-centric communications, combining superior high-definition (HD) audio performance and 360-degree coverage for all sizes of conference rooms and executive offices. It provides an audiophile sound experience with a full-duplex two-way wideband (G.722) audio hands-free speaker.

1 Phone Set Features and Functions

1.1 Operation for IP Phone 8831



	Item	Description
1	Network port	Network port (10/100 SW) connection. IEEE 802.3af power enabled.
2	Wall power	Local power connection.
3	Mini USB port	Connects the base station to the Display Control Unit.
4	Wired microphone ports (Optional)	Two RJ11 microphone ports. An optional wired microphone can be connected to each port.
5	Linked Mode daisy chain port	Supports the connection of two base stations in Linked Mode.

Notes: IP Phone 8831 cannot function properly when there is a failure in power supply.

2 Hardware and Buttons

2.1 Display Control Unit



	Item	Description
1	Phone screen	LCD screen that displays conference phone menus and features.
2	Softkeys 	4 softkeys.
3	Navigation bar and 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: <ul style="list-style-type: none"> • 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 button 	2-way button switch that raises the volume of the speaker.

2.2 Sound Base



	Item	Description
1,2,3	LED indicators	Three LED indicators provide call status information.
4	Mute button 	Backlit mute button.

3 Preference Setup

3.1 Adjusting Ringer Volume and Ringtone

3.1.1 Change Volume

1. Press the **Volume** button  up or down to adjust the loudness of the ringtone.

3.1.2 Change Ringtone

1. Press the **Apps** softkey.
2. Select **Preferences**. (Use the **Navigation and Select** button to scroll and select.)
3. Select **Ringtone** and different types of ringing tone are displayed.
4. Press the **Play** softkey to play a sample.
5. Press the **Set** softkey to select the ringtone.
6. Press the **Apply** softkey to confirm your selection, or press the **Back** softkey  to go back to the Ringtone selection screen.

3.2 Adjusting Contrast

1. Press the **Apps** softkey.
2. Select **Preferences**. (Use the **Navigation and Select** button to scroll and select.)
3. Select **Contrast**.
 - To increase contrast, press the up on the **Navigation and Select** button
 - To decrease contrast, press the down on **Navigation and Select** button
4. Press the **Save** softkey to confirm the contrast level, or just press the **Cancel** softkey to exit without changing the setting.

4 Basic Features

4.1 *Placing a Call*

1. To make a new call, press the **New Call** softkey or **Call** button .
2. Enter an 8-digits local number / a 4-digits extension number of the recipient.

4.2 *Answering a Call*

There are 2 options for answering a call:

1. Press the **Answer** softkey.
2. Press the **Call** button .

4.3 *Call Waiting*

If you are enabled with call waiting for your phone, you will hear a call waiting indicator. if a new call comes in when you are on a call.

1. To answer the new call, press the **Answer** softkey. When you do so, the original call will be put on hold.
2. To switch between 2 calls, press **Swap** softkey.

4.4 *Ending a Call*

There are 2 options for ending a call:

1. Press the **End Call** softkey
2. Press the **Call** button .

4.5 *Muting a Call*

1. Press the **Mute** button .
2. To disengage mute, press **Mute** button again.

4.6 *Putting a Call on Hold*

1. To put a call on hold,
 - Press the **Hold** softkey.
 - The **Hold** icon  will be displayed as a status icon.
2. To resume the highlighted call, you can
 - Press the **Resume** softkey.

4.7 *Transferring a Call to another Party*

1. Press the **Transfer** softkey.
2. Enter an 8-digits local number / a 4-digits extension number of the recipient
3. Press the **Transfer** softkey again.

Note: If you wish to transfer the call to an external party, please remember to add "9" before the 8-digits telephone number

4.8 *Redialing the Last Number Dialed*

Press the **Redial** softkey.

4.9 Forwarding Calls to another Phone

4.9.1 Setting up Call Forwarding from your IP Phone

Activate - Press the **Fwd All** softkey + destination number

Cancel - Press the **Fwd All** softkey.

Note: If you wish to forward the call to an external telephone number, please remember to add "9" before the 8-digits telephone number

*Tips: To forward all incoming calls to your voicemail, just simply press **Fwd All** and **Msgs** button.*

4.9.2 Setting up Call Forwarding from your Mobile

1. Dial **2112 1113** to access Remote Call Forwarding hotline.
2. Follow the voice prompts and select the language by pressing '1' for Cantonese/ '2' for English.
3. Enter your Cloud Voice S number and Cloud Voice S password accordingly.
4. Enter the destination of number to which you want to forward all of your calls (e.g. your mobile).
5. To cancel call forwarding, please dial **2112 1113** to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice S Password is your Cloud Voice S Number

4.9.3 Setting up Call Forwarding via Internet

1. Visit <https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp>.
2. Click **Cloud Voice S User Portal** (Scroll down the page).
3. Enter your Cloud Voice S number and Cloud Voice S Password to log onto Cloud Voice S User Portal.
4. Click **Call Management** to activate the Call Forwarding function.
5. Enter the destination of number to which you want to forward all your calls (e.g. your mobile).
6. To cancel call forwarding, please log onto **Cloud Voice S User Portal** again to deactivate the call forwarding setting accordingly.

Note: Starter Cloud Voice S Password is your Cloud Voice S Number

4.10 *Placing a Conference Call*

1. During an active call conversation, press the **Conf** softkey.
2. Enter 8-digits local number / 4-digits extension number of the other invited party.
3. Press the **Conf** softkey.
4. The conference call with 3 parties will begin.
5. Repeat these steps to add more parties, if desired.

Note: If you wish to make a conference with an external party, please remember to add "9" before the 8-digits telephone number

*Tips: You can press **ConfList** to view and press **Remove** to remove conference participants.*

5. VoiceMail Service (iVoiceMail Plus)

5.1 Activating VoiceMail

5.1.1 Activating VoiceMail on your IP Phone

1. Press the **Msgs** softkey
2. Enter your VoiceMail PIN followed by “#”
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

5.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing ‘1’ for Cantonese and ‘2’ for English.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

5.2 Accessing VoiceMail

1. The red light on your **Call** button  on the Display Control Unit will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Message** button  and follow the voice instructions.

5.3 Remote Access to VoiceMail

1. Dial the access number **2112-2345**. [Please dial **(852) 2112-2345** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced and please select the language by pressing '1' for Cantonese and '2' for English.
3. Enter your User ID (your Cloud Voice Number) followed by "#"
4. Enter your VoiceMail PIN followed by "#"
5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

5.4 Retrieval of VoiceMail via Outlook 2000/ 2003/ 2007/ 2010/ 2013

1. Open your Microsoft Outlook.
2. Click **Tools**.
3. Select **Accounts**.
4. Click **New**.
5. Select **Microsoft Exchange, POP3, IMAP, or HTTP** and click **Next**.
6. Enter Account Information * and click **Next**.
7. Select **Internet E-mail** and click **Next**.
8. **Enter** Server Information ** and click **Next**.
9. Click **Finish**.

* *When entering the Account Information, please input the following*

- *Your Name:* Name wish to be displayed in email
- *E-mail Address:* 3xxxxxx@cloudvideo.com.hk; '3xxxxxx' is your Cloud Voice Number
- *Username:* Your Cloud Voice Number (e.g. 3xxxxxx)
- *Password:* Your Cloud Voice Password

** *When entering Server Information, please input the following:*

- *Account Type:* IMAP
- *Incoming mail server:* imaps12.cloudvoice.hkbnes.net;
- *Outgoing mail server:* (Your ISP smtp or Google smtp)

Note: Starter Cloud Voice PIN is your Cloud Voice Number. For security reason, please change your Cloud Voice Password regularly.

6. VoiceMail Service (eVoiceMail)

6.1 Activating VoiceMail

6.1.1 Activating VoiceMail on your IP Phone

1. Press the **Msgs** softkey
2. Enter your VoiceMail PIN followed by “#”
3. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service.

6.1.2 Remote Activation of VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions to change the VoiceMail PIN to activate the VoiceMail service

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

6.2 Accessing VoiceMail

1. The red light on your **Call** button  on the Display Control Unit will light up when you have a voicemail message.
2. To access the voice messaging system, press the **Message** button  and follow the voice instructions.

6.3 Remote Access to VoiceMail

1. Dial the access number **2112-1288**. [Please dial **(852) 2112-1288** when you are accessing VoiceMail service from overseas.]
2. A welcome greeting message will be announced.
3. Enter your User ID (your Cloud Voice Number) followed by “#”
4. Enter your VoiceMail PIN followed by “#”
5. Follow the voice instructions for voice mail service.

Note: Starter VoiceMail PIN is your Cloud Voice Number. For security reason, please change your VoiceMail PIN regularly.

7. Using the Phone Log

If your phone display indicates that you have missed calls, you can use the Missed Call option on the Directory menu to view your call history and to call back the person you have missed. You can also view call history and place calls from the Received Calls and Placed Calls directories.

7.1 *Viewing and Dialing from the Phone Log*

1. Press the **Apps** softkey.
2. Select **Call History**. (Use the **Navigation bar and Select button** to scroll and select.)
3. From the Call History list, select the call you want to dial and do one of the following:
 - Press the **Call** softkey.

7.2 *Delete Call Record from the Phone Log*

1. Press the **Apps** softkey.
2. Select **Call History**. (Use the **Navigation and Select button** to scroll and select.)
3. Select **All Lines** or the line that you want to view.
4. Select the call you want to delete.
5. Press the **Clear** softkey (you may need to press the **More** softkey first).
6. Press the **Delete** softkey to delete the record, or press the **Cancel** softkey to go back to the Call History screen.

8. Password Management

8.1 Change The Cloud Voice S Password

1. Visit <https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp>
2. Click **Cloud Voice S User Portal** (Scroll down the page).
3. Enter your **Cloud Voice S Number** and **Password**
4. Click **Login**
5. Click **Password Management**
6. Enter **Existing Password**
7. Enter **New Password**
8. Re-enter **New Password**
9. Click **Submit**

Note:

- i. Starter Cloud Voice S Password is your Cloud Voice S Number.*
- ii. New Cloud Voice S Password will be applied to the following services:*
 - *Cloud Voice S User Portal*
 - *Presence Communicator Service – Cisco Unified Personal Communicator (Account and VoiceMail Login)*
 - *Mobility Apps Services – Cisco Jabber (Configuration of VoiceMail, Desk Phone Integration and Corporate Directory)*
 - *Retrieval of VoiceMail via Outlook 2000*

8.2 *Change The IP Phone PIN*

1. Visit <https://adp.cloudvoice.hkbnes.net/pc/en/index.jsp>
2. Click **Cloud Voice S User Portal** (Scroll down the page)
3. Enter your **Cloud Voice S Number** and **Password**
4. Click **Login**
5. Click **here** in the foot note
6. Enter your **Cloud Voice S Number** and **Password**
7. Click **Login**
8. Click **User Option** and choose **User Setting**
9. Enter **Current PIN**
10. Enter **New PIN** and **Confirm PIN**
11. Click **Save**

Note:

- i. Starter IP Phone PIN is your Cloud Voice S Number*
- ii. The New IP Phone PIN will be applied to the following services*
 - *Personal Directory*
 - *Extension Mobility*