Quick Reference Guide (Cisco Unified IP Phone 8841&8851)

PLACE A CALL

- Dial a number and then lift the handset (or press speaker button).
- Lift handset (or press **New Call** or speaker button) and dial a number.

Internal Calls (4 or 7 Digit Extensions)

- Dial a users 4 or 7 digit extension to call to an internal phone.
- Dial Ext. XXXX
- Dial Ext. XXXXXXX

Local Calls

- Dial 9+XXX-XXXX
- Dial 9+1-XXX-XXX-XXXX

Emergency (911) Calls

- Dial either 9999 or (9+911) for non emergency dial Ext. 7225

ANSWERING & ENDING A CALL

- Lift handset, press the **Answer** soft key or speaker button.
- Hang-up handset or press the **EndCall** softkey to end a call.

Ignore a Call (Divert)

- When the phone is ringing, but you want to send the caller directly to your voicemail, press the **Decline** softkey.

REDIAL A NUMBER

- Press **Redial** softkey
- Lift the handset and press the **<Navigation>** pad arrows to select a number from your call history then press Call

CORPORATE DIRECTORY

(1) Press **Contacts** .
(2) Select **Corporate Directory**.
(3) Select either First Name, Last Name or Number
(4) Enter the search criteria, press **Submit**, and select a contact.
(5) Press **Dial** or Press **Details** to check user details.

HOLD AND RESUME A CALL

(1) To place call on hold, press **Hold** button.
(2) To retrieve call, either press the **Resume** softkey or **Hold** button .

TRANSFER A CALL

(1) Verify that you are on an active call (not on hold).
(2) Press **Transfer** .
(3) Enter the transfer recipient's phone number.
(4) Wait for the recipient to answer or skip to Step 5.
(5) Press **Transfer** again.

VIEW CALL HISTORY/PLACE CALLS VIA CALL HISTORY

(1) If you have multiple lines, select a line to view.
(2) Press **Applications**
(3) Scroll to **Recents**
(4) To dial from the list, scroll to a call and press **Call**.

CONFERENCE CALLS

Start a Conference Call

(1) Establish the first call, press **Conference** button.
(2) Enter the participant's phone number.
(3) Press **Conference** softkey to add participant to your call.
(4) Repeat to add additional participants.

Remove Participants

(1) While in a conference, press **Show Details** .
(2) Highlight the participant's name and press the **Remove** softkey.
   * You can only remove participants if you initiated the conference.
(3) Hang up or press **EndCall** softkey to end your own participation.

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CHANGE RINGTONE

(1) Press **Applications**.
(2) Select **Settings**.
(3) Select **Ringtone.**
(4) Press **Play** to play the ringtone or push **Set** to select the ringtone.

VOICEMAIL

PERSONALIZING YOUR VOICEMAIL

Initial Setup

(1) Press the **Messages** button.
(2) Enter the default PIN (123456#) then Follow system prompts to record your name, personal greeting and PIN PIN.
   * *If needed the Helpdesk Representative can reset your PIN*

MESSAGE WAITING INDICATORS (MWI)

- Solid red light on your handset

RETRIEVING YOUR VOICE MESSAGES

- By default all voicemail will be sent to your Mercy College email. If you do not have email access you can perform the following actions:
   ◊ On Campus from YOUR Cisco Phone:
      1. Press the messages button.
      2. Follow the voice prompts. Your ID=Your phone ext. Your PIN=XXXXXX#
   ◊ On Campus from another Cisco Phone:
      1. Lift handset; dial 1020
      2. When your hear the announcement for "Cisco Unity Connection Messaging System", tap the ***** on your key pad.
      3. Follow the voice prompts. Your ID=Your phone ext. Your PIN=XXXXXX#
   ◊ Off Campus, dial **your full phone number** to retrieve Voice Messages.
      1. When your hear the announcement for "Cisco Unity Connection Messaging System", tap the ***** on your key pad.
      2. Follow the voice prompts.

DIRECT TRANSFER TO VOICEMAIL

(1) While on a call, press the transfer soft key.
(2) Press # and then dial the 4 digit extension, *e.g.* #XXXX

1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials, placed calls, and phone menu listings.
3	Programmable feature buttons	Phone lines and intercom lines Buttons illuminate to indicate status: • Green, steady: Active call • Green, flashing: Held call • Privacy in use, one-way intercom call, DND active, or logged into Hunt Group . • Amber, flashing: Incoming call or reverting call • Red, steady: Remote line in use (shared line or Line Status) • Red, flashing: Remote line on hold
4	Softkey buttons	Depending on how your system administrator sets up the phone, enable softkey options displayed on your phone screen.
5	Navigation and Select button	The Navigation and Select button allows you to scroll through menus, highlight items and select the highlighted item.

6	Release Button	Ends a connected call or session.
7	Hold/Resume button	Places an active call on hold and resumes the held call.
8	Conference button	Creates a conference call.
9	Transfer button	Transfers a call.
10	Speakerphone button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Keypad	Allows you to dial phone numbers, enter letters, and select menu items (by entering the item number).
14	Volume button	Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).
15	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and corporate directories.
16	Applications button	Opens or closes the Applications menu. Use the Applications button to access call history, user preferences, phone settings, and phone model information.
17	Messages button	Autodials your voice messaging system (varies by system).
18	Back button	Returns to the previous screen or menu.
19	Handset	Phone handset

How do I Transfer a Voicemail?
Forward via E-Mail

(1) You can simply forward the email with the attached voicemail.
To Forward via the Phone prompts:

(1) Listen to the new message
(2) Hit 5 to forward
(3) Provide an introduction
(4) Hit ## , enter the extension and then #.

How do I Forward Calls?

(1) To forward calls, press the **Forward All** Softkey.
(2a) Either Enter the ext. you will forward your calls to or phone number

eg.: XXXX

eg.: XXXXXXX

eg.: 91XXX-XXXX

(2b) Or to forward all calls to voicemail, press Messages
(3) To cancel call forwarding, press **Forward Off**.

Voicemail Shortcuts

Main Menu

1 - Hear new Messages
3 1 - Review Saved Messages
3 2 - Review Deleted Messages
4 1 - Change Greetings
4 1 2 - Switch to Alternate Greeting

Listening to Voicemail:

- Next Message
1 - Restart a message
2 - Save
3 - Delete
8 - Pause

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