



Cisco 8851 IP Phone User Manual

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Cisco 8851 IP Phone User Manual



Overview



- 1. Incoming call or voicemail indicator
- 2. Phone Screen
- 3. Feature and session buttons
- 4. Softkeys
- 5 & 6. Navigation cluster, and Release
- 7, 8, 9. Hold, Conference and Transfer
- 10, 11 & 12. Speakerphone, Headset and Mute
- 13, 14 Dial Pad & Volume
- 15, 16, & 17. Contacts, Applications, Voicemail

- **18 &19.** Back & Handset







Dial Plan

- **Internal Calls:** Dial 5-digit extension
- **External Calls:**
 - **Domestic/Local:** 9+1 Area Code + Number
 - **Int1:** 9+011+Country Code + Number
 - **Emergency:** 9+911 or 911

Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials

Session buttons (right side): resuming calls or answering a call

-  **Green, steady:** Active call
-  **Green, flashing:** Held call
-  **Amber, steady:** Private line in use
-  **Amber, flashing:** Incoming call
-  **Red, steady:** Remote line in use
-  **Red, flashing:** Remote line on hold

Place a Call on Your Primary Line

- Enter a number and pick up the handset
- Press the New Call softkey and dial
- Press the Speaker button and dial
- Press the Headset button and dial

Place a Call on a Shared Line

- Select the shared line
- Enter a number and pick up the handset
- or
- Press the New Call softkey and dial or
- Press the Speaker button and dial or
- Press the Headset button and dial

Answer a Call

- Press the flashing amber line button or
- Pick up your handset, press the Speaker button or Answer softkey

Answer a 2nd Call

- Select the flashing line button

Note: Your first call will automatically be placed on hold

Put a Call on Hold

- Press Hold button
- To resume a call from hold, press Hold again

Call Transfer

To transfer while on an active call:

- Press the Transfer button or softkey
- Dial the intended party
- Announce caller when line is picked up
- Press the Transfer button

Note: If dialed party does not wish to take the call, press End Call, then resume original cal.

Call Forward

- **To forward all incoming calls:**
 - Select a line and press Forward all
 - Dial a 5-digit extension for an internal call or a 9+1+10-digit number if forwarding call to an external number
- **To forward to voicemail:**
 - Press the Forward ALL softkey
 - Press the Messages button
- **To receive calls again:**
 - Press the Forward Off softkey again

Conference

Ad Hoc Conference (**MAX #4**)

While on an active call:

- Press Conference button
- Dial the intended party, then press the Call softkey
- When call connects, press the Conference button to connect the calls
- Repeat to add additional parties
- To rejoin the conference if party is not available
- Press **EndCall** softkey
- Press Resume softkey and you are connected with conference in progress

The conference ends when all participant hang up.

View Conference Participants

- Press the Show detail soft key
- To refresh the screen, press Update

Remove Conference Participants

- Press Show Detail soft key
- Highlight the party you wish to remove using the Navigation button
- Press the Remove soft key

Add Another Person to a Call

- From a connected call that is not on hold, press Conference.
- Press Active calls to select a held call and press Conference again to join the calls.

Meet-Me Conference

(#36400 RANGE)

Meet-Me conference allows others to dial in to a conference call.

Initiating a Conference

- Distribute the Meet-Me phone number to participants
- Get a dial tone
- Press Meet-Me softkey
- Dial the Meet-Me phone number

Joining Users for Meet-Me Conference

- Dial the Meet-Me conference number provided by the conference initiator
- Once the Initiator dials in, you are connected.

All Calls

To view a list, sorted in chronological order, of all active calls on all your phone lines

- Press the All Calls button

Call Pickup

To answer a call that is ringing on another phone within your call pickup group:

- Press PickUp softkey to transfer a ringing call within your pickup group to your phone
- If the call rings, press Answer softkey to connect the call

Hunt Groups

Sharing Call Loads for a Number That Receives a Large Incoming Call Flow

To sign in and out:

- Press the Hunt Group softkey to sign in
- Visual confirmation displays
- Press the button again to sign out

Decline

Send a Call to your Voicemail

To redirect an incoming, ringing call while on another call:

- Highlight the incoming call and press Decline softkey

To redirect an incoming call while not on a call:

- Press Decline softkey

To redirect a held call:

- First, resume the call and then press the Decline softkey

Do Not Disturb (DND)

- Press the DND softkey to turn on or off the ringer on the phone

Directories

Corporate Directory

- Press Contacts button
- Select Corporate Directory
- Perform a search by name or extension
- Press Submit
- To dial, scroll to a listing and press the Select button on the Navigation pad
- Press Select button again
- Press Call softkey

To Exit:

- Press the Back button multiple times

Call History

- Press Applications button
- Select Recent
- Select the line to view

Note: You can view missed or all calls by selecting the softkey.

Extension Mobility

To log on to an available phone:

- Press Applications button.
- Select Extension Mobility.
- **User ID:** 5-digit extension
- **Default PIN:** 12345
- Press Submit softkey.
- **Note** First time logging -in you will be required to change your PIN.

To sign out:

- Press the Applications button.
- Select Extension Mobility.
- Press the Yes softkey.

Mobility

Single Number Reach

- To set up, use the Self Care webpage.

Enabling Mobility

To turn on or off Mobility from your desktop phone:

- Press Mobility button or softkey to display current remote status
- Highlight “Enable Mobile Connect” option, then press Select softkey to change status
- **Note:** To disable Move to Mobile, follow step 1 above, then select “Disable Mobile Connect” and press Select softkey.
- Press the Exit softkey

Send Call to Mobile Device

To transfer an active phone call from your desk phone to your mobile phone:

- While on an active call at your desk phone, press the Mobility softkey
- Select Send Call to Mobile, then press Select softkey
- After a few seconds your mobile phone will ring. Answer the call.
- You may be prompted to press any digit to accept the call.
- The transferred call should now be active on your mobile phone.

- To end the call, simply hang up the call on your mobile phone. This will place the call on hold at your desk phone. Press the line button, of the held call, to resume the call at your desk phone. If you do not resume the call at your desk phone, the call will automatically end after 5 seconds.

Send Mobile Call back to Desk Phone

To transfer a mobile connect call from your mobile phone back to your desk phone:

Note: This option is only available for calls that were previously transferred to a mobile phone using “Send to Mobile”.

- Verify the line on your phone is illuminated red, indicating that you currently have a call transferred using “Send to Mobile”
- End the call on your mobile device. The system will automatically put the call on hold at your desk phone.
- Press the line key associated with the call that is on hold.

Note: Typically a line will flash red if it has a call on hold.

- The call should now be active on your desk phone.

Note: If you do not answer the call on hold within 5 seconds the call will end.

Managing your phone from the Web

To manage features such as speed dials (phone buttons), abbreviated dials (softkeys), Phone Contacts:

- **Access:**
<https://callmgrpub01.hofstra.edu/ucmuser/>
- **ID:** 5-digit Extension (3XXXX)
- **Password:** 12345

Speed Dial Configuration

To create additional speed dials:

- Click Phones tab
- Click Phone Settings
- Click Speed Dial Numbers
- Do the following:
 1. If your phones are linked, click Add New Speed Dial
 2. If your phones are not linked, select the phone for which you want to add the speed dial number, and then click Add New Speed Dial
 3. Enter in the Number
 4. Enter in Label
 5. Assign speed dial number (1-199)
 6. Click **Save**

Call Forwarding

- Click Phones tab
- In the left navigation pane, click Call Forwarding

- Click the phone number on which you want to set up call forwarding
- Check the Forward all calls to: check box
- From the Forward calls to the drop-down list box, enter the phone number to which you want to forward all calls
- Click Save

To turn to forward off:

- Uncheck the “Forward all calls to” box
- Click Save

Do Not Disturb

- Click the IM & Availability tab
- Check the “turn on” box under the Do Not Disturb section
- Uncheck the box to turn DND off

Phone Contacts

- Press Phones tab across the top of the page
- Press Phone Settings tab
- Click Create New Contact. The Add New Phone Contact window appears.
- Complete the fields with the contact information for the contact
- Click OK

Ring Settings

Customize your shared line ringtones.

- Press Phones tab across the top of the page
- Press Phone Settings tab
- Select Ring Settings
- Select the phone number and customize When I’m on a call and When I’m not on a call from the drop down arrow
- Click Save

Single Number Reach

SNR allows you to provide an additional number where you can be reached if you are not at your desk.
Set up an Additional Phone:

- Click the Phones tab
- In the left navigation, click My Phones
- Under My Additional Phones, click the Add New icon. The Add a New Phone window displays
- Enter the phone number and description for your phones
- Optional. If this phone is a mobile phone, check the Enable Move to Mobile check box
- Optional. If you want this phone to be enabled for the Extend and Connect feature with Cisco Jabber, check the

Enable Extend and Connect check box.

- Click Save

Enable Single Number Reach on an Additional Phone

This feature allows your desk phone to ring on your cell phone.

To add an alternate number:

- Press Phones tab
- Press My Phones
- Press on the Additional Phone box and then click +
- Enter in your new additional phone number and description
- Check the **Enable Single Number Reach** check box to have your additional number ring at the same time as your business line is dialed. Or check Enable Move to Mobile if the new number is a mobile phone so you can transfer calls from your desk phone to your mobile and vice versa.
- Click Save.

Voicemail

Setting up Voicemail

- Press the Messages button
- Enter your default PIN 12345#
- Record your Name
- Record your Greeting
- Change your Temporary PIN (must be at least 5-digits)
- Confirm PIN
- Press # to confirm Directory Listing

Note: If you hang up before completing setup, you need to repeat setup again.

Internal Sign-on

From your phone:

- Press Messages button
- Enter your PIN, #

From another phone:

- Press Messages
- Press * key
- Enter your 5-digit extension, PIN, # External Voicemail Access
- Dial your direct number or 516-463-8400
- Press * key
- Enter 5-digit extension #
- Enter your PIN + #

Main Menu:

- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change PIN

Direct to Voicemail

To leave someone a voicemail message without having to call them:

- Press * + 5-digit extension

Check Messages

To check for messages after logging in:

- Press 1 to listen to new messages
- Press 3, then 1 to review saved messages
- Press 3, then 2, then 1 to listen to deleted messages

The following options can be used while listening to your mail:

- Restart
- Fast Playback
- Save
- Rewind
- Delete
- Pause or Resume
- Slow Playback
- Fast forward-End
- Change Volume
- # Skip Message ## Keep Msg. New

After listening to messages

1. Replay
2. Mark As New
3. Save

4. Skip Back
5. Delete
6. Msg. Properties
7. Reply * Cancel Playing Msg
8. Forward
9. Help

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