

# Quick Start Guide for Cisco 8841 / 8851



## Buttons and Features

Num		Description
1		Handset and Handset light strip Indicates whether you have an incoming call (flashing) or a new voice message
2		Phone Screen Shows information about phone, directory number, active call and line status, speed dials, placed calls, and menu listings
3		Programmable feature and session buttons feature buttons (left side) Use to view calls on a line, or access speed dial, or all calls. Session buttons (right side) used to answer a call, resume call, or can display missed calls
4		Softkey buttons Used to enable softkey options, displayed on phone, (answer calls, forward calls)
5		Navigation cluster Navigation cluster, and select button allows you to scroll menus, highlight items, or select highlighted items
6		Release button Ends a connected call or session
7		Hold/Resume button Places an active call on hold and resumes held call

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8		Conference button	Creates conference call
9		Transfer button	Transfers a call
10		Speakerphone button	Toggles the speakerphone on or off. The button is lit when speakerphone is on
11		Mute button	Toggles the microphone on or off. When the microphone is muted, the button is lit
12		Headset button	Toggles headset on or off. When headset is on, button is lit
13		Keypad	Allows you to dial phone numbers, enter letters, select menu items (by entering the item number)
14		Volume button	Adjust the handset, and speaker 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 ( <b>coming soon</b> )
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

## Color Description

3		<b>Solid Green:</b> Connected call or outgoing call not yet connected.
		<b>Flashing Green:</b> Held call. Pressing button resumes call.
		<b>Solid Amber:</b> Private line in use
		<b>Flashing Amber:</b> Incoming call. Pressing button answers call.
		<b>Solid Red:</b> Shared line in use remotely.
		<b>Flashing Red:</b> Shared Line call put on hold remotely.

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## Dialing

- Dialing On-Hook: Enter a number, then go off-hook to complete the call by pressing speaker or lifting the handset.
- Dial 5 digits for internal calls. Dial 9 + number for local calls.
- Dial 80 + 1 + area code + phone number, at beeps enter 6-digit access code for long distance calls.
- Dial 80 + 011 + country code + city code + phone number, at beeps enter 6 digit access code for international calls
- **Dial 911 for ANY Emergency calls**
- Redial: Press the Redial softkey to redial the last number called on your primary line. To redial on a secondary line, press the line button first.

## Answering

- There are several ways to answer calls: lift the handset, press the flashing amber line button, press the Answer softkey, or press the headset or speakerphone button.

## Hold and Resume a Call

- During a call, press the Hold button or the Hold softkey. The Hold icon will display and the line button will flash green.
- To resume the highlighted call, do one of these:
  - Press the flashing green session button
  - Press the Resume softkey
  - Press the Hold button

## Transfer Calls

- Start with an active call, not on hold.
- Press the Transfer button or the Transfer softkey and enter the destination number.
- Press the Transfer button or the Transfer softkey again to complete the transfer immediately – or wait until the destination answers to announce the transfer, then press the button.
- NOTE: to transfer a call directly to another Cisco user's voice mailbox, enter \* plus the user's extension as the destination number - i.e. \*61234 .

## Forwarding Calls

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- Press the Forward All softkey.
- Do one of the following:
  - Enter a phone number
  - Press the Voicemail button to forward all incoming calls to voice mail
- To verify that your calls are forwarded, look for:
  - A forward-all icon on the line label
  - Forwarding information on the upper left main screen
- To cancel call forwarding, press the Forward Off softkey.

## Conferencing

- Start with an active call, not on hold.
- Press the Conference button and enter the phone number for the party to be added and press the Call softkey.
- When party answers, announce the conference.
- Press the Conference button to tie parties together.
- Repeat these steps to add more participants.

## Silence a Call

- Silence an incoming ringing call by pressing the Volume button down once.

## Setting Ringtones

- Press the Applications button.
- Use the circular Navigation Pad to highlight Settings, then press Select.
- Select Ringtone.
- Select the line for which the ringtone should be set.
- Scroll through the ringtone options using the Navigation Pad. You can hear ringtones by pressing the Play softkey on a highlighted ringtone.
- Press the Set softkey to apply the desired ringtone.
- Press the Exit softkey to return to the main screen.

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## Call History

- View
  - Press the Down arrow on the Navigation Pad.
  - The screen will display call history, with an icon associated for each type of call (received, placed or missed) GET ICONS
  - Press the Exit softkey to return to the main screen.
- Dial
  - Press the Down Arrow on the navigation pad until the person or number you want to call is highlighted.
  - If necessary, use the Edit Dial softkey to add a 9 to the number.

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## Unity Voice Mail – Setup & Basic Voice Mail Functions

### Voice Mail – Initial Setup

Press the “Messages” button to access your voicemail box. You will be asked to initialize your mailbox the first time you access voice mail. Initialization includes recording your name, recording a **greeting**, and changing your password.

**Your temporary password is 6xxx** . The ‘x’ represents your extension. Your new password must be at least 3 digits in length. **NOTE:** Be sure to press “#” after every entry for which the system prompts you.

Basic Voice Mail Use		
<b>Access from your desk phone</b>	<ol style="list-style-type: none"> <li>1. Press MESSAGES button.</li> <li>2. Enter your password followed by the # key when prompted.</li> <li>3. Press 1 to listen to new messages, 2 to send a message, 3 to review old messages, or 4 to access SETUP options.</li> </ol>	
<b>Access when away from the office:</b>	<ol style="list-style-type: none"> <li>1. <i>Dial the voicemail number - 802-656-9940.</i></li> <li>2. <b>When voice mail answers, press * key.</b></li> <li>3. Enter your 5-digit mailbox I.D. number (i.e., your "Extension Number") followed by the # key.</li> <li>4. Enter your password followed by the # key.</li> </ol>	
<b>While listening to a message:</b>	<ol style="list-style-type: none"> <li>1 - repeat</li> <li>2 - save</li> <li>3 - delete</li> <li>4 - slower</li> <li>5 - change volume</li> </ol>	<ol style="list-style-type: none"> <li>6 - faster</li> <li>7 - skip back</li> <li>8 - pause</li> <li>9 - fast-forward</li> <li># - jump to end of message</li> </ol>
<b>**After a message:</b>	<ol style="list-style-type: none"> <li>1 - repeat</li> <li>2 - save</li> <li>3 - delete</li> <li>4 - reply to internal user</li> </ol>	<ol style="list-style-type: none"> <li>5 - forward message</li> <li>6 - mark as new</li> <li>7 - skip back</li> <li>9 - hear date/timestamp</li> </ol>
Setup Options		
<b>To re-record greeting:</b>	<ol style="list-style-type: none"> <li>1. Enter mailbox</li> <li>2. Press 4 - Setup options, then 1 - for Greetings, then 1 - change greetings</li> <li>3. Follow prompts</li> </ol>	
<b>To rerecord name:</b>	<ol style="list-style-type: none"> <li>1. Enter mailbox</li> <li>2. Press 4 - Setup options, then 3 - personal settings, then 2 - change name</li> <li>3. Follow prompts</li> </ol>	
<b>To change password:</b>	<ol style="list-style-type: none"> <li>1. Enter mailbox</li> <li>2. Press 4 - Setup options, then 3 - Personal settings, then 1 - change password</li> <li>3. Follow prompts</li> </ol>	

**\*\*NOTE: IF YOU RECEIVE EMAIL .WAV FILES OF VOICEMAIL MESSAGES, DELETING THEM FROM YOUR EMAIL DOES NOT DELETE THEM FROM YOUR CISCO PHONE VOICEMAIL ACCOUNT. YOU MUST FOLLOW THE INSTRUCTIONS ABOVE FOR DELETING THEM FROM YOUR PHONE.**

To report issues or if you need help, please contact [CUCM-HELP@uvm.edu](mailto:CUCM-HELP@uvm.edu) or call 802-656-4900