Cisco® 8841/8851/8861

VIRGINIA WESTERN iet

Dial Plan

Internal Calls: Dial 5-digit extension

External Calls: Site-to Site 5-digit number

Domestic: 9+1+ Area Code + Number
Int'l: 9+011+Country Code + Number
Emergency External: 9+911 or 911

Place a Call

- Enter a number and pick up the handset.
- Press **Redial** soft key.
- Press **New Call**, **Speaker** or **Headset** and dial.

Answer a Call

- Press the flashing amber session button.

Put a Call on Hold

- Press **Hold.**
- To resume a held call, press **Hold** again or **Resume** softkey.

Your Phone

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, Mute and Headset

13, 14 Dial Pad & Volume

15, 16, & 17. Contacts, Applications, Voicemail

18 & 19. Back & Handset

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

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 call.

Transfer to Voicemail

- PressTransfer * + 5-digit extension + Transfer.

Call Forward

To forward all incoming calls:

- Select a line and press the **Forward all** softkey.
- Dial the internal number.

To forward to voicemail:

- Press the **Forward ALL** softkey.
- Press the **Voicemail** button.

To receive calls again:
Press the **Forward Off** softkey again.

Conference

Ad Hoc Conference (MAX #8)

While on an active call:

- Press **Conference** button.
- Dial the intended party, then press the **Call** softkey.
- When call connects, press **Conference** button to connect the calls.
- Repeat to add additional parties.

To rejoin conference if party is not available:

- Press **EndCall** softkey.
- Press **Resume** softkey and you are connected with conference in progress.

View Conference Participants

- Press the S**how detail** softkey to refresh the screen, press **Update.**

Remove Conference Participants

- Press **Show Detail** softkey.
- Highlight the party you wish to remove using the Navigation button.
- Press the **Remove** softkey.

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.

Call Pickup

Answering a Call Using 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.

Ignore

Send an Active or Ringing Call to your Voicemail

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

Highlight the incoming call and press **Ignore** softkey.

To redirect an incoming call while not on a call:

Press **Ignore** softkey. To redirect a held call:
First resume the call and then press the **Divert** softkey.

Do Not Disturb (DND)

Press **DND** button 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 in the Navigation pad.
- Press the **Select** button again.
- Press the **Call s**oftkey.

To Exit:
Press the **Back** button multiple times.

Personal Directory

To access the Personal Directory:

- Press **Contacts** button.
- Select **Personal Directory.**
- Enter **User ID**: **BlueNet Username**
- Enter **Password**: **Cisco Phone PIN**
- Press **Submit.**
- Select **Log Out**, Select and **OK** to log out.

Add a Personal Directory Entry:

- Press the **Contacts** button.
- Sign in to **Personal Directory.**
- Select **Personal Address Book.**
- Press the **Submit** softkey.
- Press the **New** softkey.
- Enter the nickname information.
- Press the **Phones** softkey and enter the phone numbers.
- Press the **Submit** softkey to add the entry to your personal directory.

Search for an Entry in Personal Directory:

- Press the **Contacts** button.
- Sign in to **Personal Directory.**
- Select **Personal Address Book.**
- Select one, all, or none of these: Last Name, First Name, Nickname.
- Enter the search criteria information, then press the **Submit** softkey.

Call History

- Press **Applications** button.
- Select **Recents** softkey.
- Select line to view.
- To dial outside # press ••• for **Edit Dial** to add the prefix 9 or 91 depending on whether it is local or long distance.

- **Note**: You can view the last 150 **missed** or **all calls** by selecting the softkey.

Extension Mobility

Note this is for Call Center users only.

To log on to an available phone:

- Press **Applications** button.
- Select **Extension Mobility.**
- Enter your **User ID:VWCC Username**
- Enter **Default PIN: Cisco Phone PIN**
- Press **Submit** softkey.

Note: First time logging ‑in you will be required to change your PIN.

To sign out:

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

Managing your phone from the Web (On campus only)

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

https://vwtss150.vw.edu/ucmuser/

Logon with your VWCC credentials

ID: vwxxxxx (your login ID)

Password: *** (your password)**

Speed Dial Configuration

To create additional speed dials:

- Click Phones tab.
- Click Phone **Settings.**
- Click Speed **Dial Numbers.**
- Do the following:

- If your phones are linked, click **Add New Speed Dial.**
- 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.**
- Enter in the Number.
- Enter in Label.
- Assign speed dial number (1‑199).
- 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 drop‑down list box, enter the phone number to which you want to forward all calls.
- Click **Save.**

To turn forwarding 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

- Click **Phones** tab across the top of the page.
- Click **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.

- Click **Phones** tab across the top of the page.
- Click **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.**

Voicemail Notification Settings

Customize your voicemail notification.

- Click **Phones** tab across the top of the page.
- Click **Phone Settings** tab.
- Select **Voicemail Notification Settings.**
- Select the phone number and customize **if you want message light on, display screen prompt** or **play stutter tone when on a call.**
- Click **Save.**

Voicemail

Setting up Voicemail

- Press the **Voicemail** button
- Enter your default PIN **540562**#
- Record your **Name**
- Record your **Greeting**
- Change your **Temporary PIN**
- Confirm your **Directory Listing**

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

Internal Sign-on

From your phone:

- Press **Voicemail** button
- Enter your **PIN, #**

From another phone:

- Press **Voicemail** button
- Press * key
- Enter your **5-digit extension, PIN, #**

External Voicemail Access

- Dial your direct number
- Press * key
- Enter **5-digit extension #**
- Enter your **PIN, # Main Menu:**
- Listen to messages
- Send a message
- Review old messages

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 one 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:

1	Restart	6	Fast Playback
2	Save	7	Rewind
3	Delete	8	Pause or Resume
4	Slow Playback	9	Fast forward-End
5	Change Volume	#	Skip Message
		##	Keep Msg. New

After listening to messages:

1	Replay	6	Mark As New
2	Save	7	Skip Back
3	Delete	9	Msg. Properties
4	Reply	*	Cancel Playing Msg
5	Forward	0	Help