

## Call Processing

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### Setting Up a Conference Call

- 1) While on an active call, press the **Conference** button.
- 2) Place a call to another number.
- 3) When the call connects, press the **Conference** softkey or **Conference** button again to connect all parties. You will hear a tone and your display will show you are conferenced.
- 4) Repeat steps 1-3 to add additional people to your conference call.

**Note:** You can have up to 8 people on your conference call.

### Viewing List of Conference Attendees

- 1) While on a conference call, press **Details**. This list will allow you to view who is on the conference call. You will be able to remove anyone from the conference call by highlighting the caller information and pressing the **Remove** softkey.

### To Conference an Active Call With a Caller On Hold

- 1) During the active call, press the **Conference** button.
- 2) Press the **Session** button where the initial caller is on hold. You will hear a tone and your display will read Conference.

## Call Forwarding

### Setting Up Call Forwarding on Your Primary Line

- 1) Press the **Forward All** softkey. Then enter a target phone number or press the **Messages** button if forwarding calls to voicemail.
- 2) The phone will display the call forwarding destination.

### Cancelling Call Forwarding on Your Primary Line

- 1) Press the **Forward Off** softkey.
- 2) Phone will no longer display the call forwarding destination.

## Directory

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### Speed Dial from Call History

- 1) Press the top of the **Navigations** button.
- 2) Using your **Navigation** button, scroll to the number you want to redial.
- 3) To return a missed or received external call, press the **●●●** softkey and select the **Edit Dial** softkey from the next set of options. This will allow the telephone number to be edited before pressing the **Call** softkey.

### Setting up a Personal Directory Through Your Phone

- 1) Under the **Contacts** button, select **Personal Directory**.
- 2) Enter your User ID and PIN, then press **Submit**. Contact the Help Desk if you don't have this.
- 3) Select **Personal Address Book**.
- 4) Access search page by choosing **Submit**.
- 5) Press **New** (assuming you have no entries).
- 6) Use your phone keypad to enter a name.
- 7) Choose **Phones** and use the keypad to enter phone numbers.
- 8) Choose **Submit** to add the entry to the database.

## Ring Tones

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### Change the Ring Tone Per Line

- 1) Select **Settings** under the **Applications** button.
- 2) Press **Ringtone**.
- 3) Use **Navigation** button to scroll through the list of ringtones.
- 4) Press the **Play** softkey to hear a sample of the tone.
- 5) Highlight the ring you want and press the **Set** softkey.

## Cisco Unified IP Phone 8851

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**Applications:** Use this key to access Call History and change phone settings such as ring tones.

**Back:** Takes you back to previous phone screen.

**Conference:** Creates Ad Hoc conference calls

**Contacts:** Use this key to access Personal and Corporate Directories.

**Headset:** Use this key activate headset. When headset function is activated, key will be lit.

**Hold:** Places active call on hold

**Line or Feature Key:** Each line will have a directory name or number. This key can also be configured as a speed dial or feature key.

**Messages:** Speed-dials voice mail. Press **Messages** key then enter password and #.

**Mute:** When using handset, headset or speakerphone; pressing the **Mute** key will allow you to hear the other parties, but they will not be able to hear you. The key will display a red light when activated.

**Navigation:** Use this key to scroll through phone calls and menus on your phone. The **Select** (the middle of the Navigation key) allows you to select a highlighted item.

**Release:** Press the **Release** key to end a call.

**Session:** Each call to a line is displayed on a **Session** key.

**Softkey:** Each softkey displays options that will be activated when pressed. Softkey options change based on what phone function you are using at the time.

**Speakerphone:** This key activates the speakerphone. You can use speakerphone at any point during a call. When speakerphone is activated, key will be lit.

**Transfer:** Allows phone user to transfer calls to another location.

**Volume:** Use this key to change the volume of the handset, headset, or speakerphone. When phone is idle, this key will adjust the ring volume.

## Call Handling

### Place a Call

#### Using the Handset:

- Lift the handset, and dial the number.
- Dial the number, then lift the handset.

#### Using the Speakerphone:

- Press the **Speakerphone** button, and dial the number.
- Dial the number, then press the **Speakerphone** button. (To take a call off speakerphone, lift the handset.)

#### Using the Headset:

- Dial the number, then press the **Dial** softkey or **Headset** button

**Note:** Make sure the **Headset** button is lit, indicating your headset is activated.

### Answer a Call

#### Using the Handset:

- Lift the handset

#### Using the Speakerphone:

- Press the **Speakerphone** button or **Answer** softkey

#### Using the Headset:

- Press the **Headset** button; or, if the **Headset** button is lit, press the **Answer** softkey.

### End a Call

#### Using the Handset:

- Hang up the handset

#### Using the Speakerphone:

- Press the **Speakerphone** button or **End Call** softkey

#### Using the Headset:

- Press the **Headset** button or **End Call** softkey.

### Dial Plan

#### To Dial an internal Extension:

- Dial the 5-digit extension

#### Local dialing:

- Dial 9 + the local number

#### Long distance dialing:

- Dial 9 + 1 + the ten digit number

#### International dialing: (if permitted)

- Dial 9011! (where != any length of digits)

### Web Configuration Console (on campus only)

#### To configure more features like Speed Dial etc:

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

See manual on IET web site for more details.

## Call Processing

### Place a Call on Hold

- Press the **Hold** button

### Retrieve a Call Holding on Your Phone

#### One call Holding:

- Press the **Resume** softkey or the **Hold** button

### Multiple Calls Holding:

- Use the **Line** or **Session** button to switch between the held and active calls. Pressing the **Session** button will automatically put the active call on hold and make the held call active

### Transfer a Call

1. During a call, press the **Transfer** button
2. Dial the number to which you want to transfer the call.
3. Press the **Transfer** button or softkey again to complete the transfer.

### To Cancel a Transfer

- If during the process of transferring a caller, you would like to cancel that transfer and return to the original caller; press the **Cancel** softkey then the **EndCall** softkey. Then press the **Resume** softkey.

### Transfer a Caller Directly Into Voice Mail

- You can send a caller directly into a voice mail box without ringing on a phone by pressing the **Transfer** button. Then, press \* plus the extension number and Transfer again.

## Phone Setup:

Press the **Message** button, enter your **PIN** followed by # (default PIN is 540562#). If you don't know your **PIN**, contact the Help Desk, they can reset it for you.

- Press **4-3-2** to record/change your **Name**.
- Press **4-3-1** to change your **PIN**
- Press **4-1-1** to record your **Standard Greeting**
- Press **4-1-2** to record your **Alternate Greeting (Out-of-Office message)**. When prompted, set the end date for the message, if any, and then change the message to what you want the caller to hear when you are away.

### Check Messages:

Press the **Message** button, enter your **PIN** followed by #.

- Press **1** to listen to **Messages**.
- Press **3-1** to review **Saved Messages**.
- Press **3-2-1** to listen to **Deleted Messages**.