

Call Processing

Setting Up a Conference Call

- 1) While on an active call, press the **Conference** button.
- 2) Place a call to another number.
- 3) When call connects, press the **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.

Note: You can have up to 6 people on your conference call.

Viewing List of Conference Attendees

- 1) While on a conference call, press the **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 other 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 **VoiceMail** 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

Speed Dial from Call History

- 1) Press the **Applications** button.
- 2) Select **Recents** from the menu. You will also be able to view all of your call history.
- 3) To return a missed or received external call, press the **Edit dial** softkey. Use left arrow on **Navigation** button to move the cursor to the beginning of the telephone number. This will allow a 8 Or 81 to be added the telephone number 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**.
- 3) Select **Personal Address Book**.
- 4) Access search page by choosing **Submit**. (You do not need to enter search information first).
- 5) Press **New**.
- 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

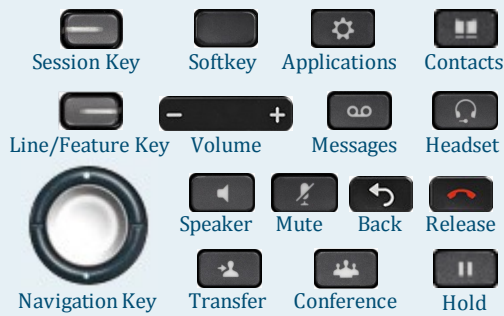
Change the Ring Tone Per Line

- 1) Select **Settings** under the **Applications** button.
- 2) Press **Ringtone**.
- 3) Use **Navigation** button to scroll through the list of ring tones.
- 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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Button Information

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 Keys: 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

1) Using the Handset:

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

2) 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.)

3) 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

1) Using the Handset:

- Lift the handset

2) Using the Speakerphone:

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

3) Using the Headset:

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

End a Call

1) Using the Handset:

- Hang up the handset

2) Using the Speakerphone:

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

3) Using the Headset:

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

Call Processing

Place a Call on Hold

- Press the **Hold** button

Retrieve a Call Holding on Your Phone

1) One call Holding:

- Press the **Resume** softkey.

2) 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 **End call** 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 60 plus the extension number and **Transfer** again.

Voice Mail

We use Microsoft Voice Mail.

<http://traviscentral/its/training/lync-voicemail>