Voicemail

- First Time Enrollment:
    - Press the Messages button on your phone.
    - Enter your default password: 13579
    - Follow the prompts to enroll your voicemail box. You will be asked to record your name, record a personal message, and select a new password.
    - New password should be 4 digits.
    - Passwords cannot be trivial.
- Check Messages from your phone:
    - Press the Messages button.
    - Enter your password.
- Check Messages from another phone:
    - Press the Messages button.
    - Press the asterisk * button
    - Enter your user id (extension).
    - Enter your password.

Settings

- Ringtones:
    - Select the applications button.
    - Select User Preferences.
    - Select Ringtones
    - Select the line you want to set up the ringtone for.
    - You are able to play samples of the ringtones. Press the Save softkey when you have found the ringtone you would like to use.
- Contrast:
    - Select the applications button.
    - Select User Preferences.
    - Select Contrast.
    - Use the Navigation Pad to adjust the contrast up and down.
    - Press the Save softkey when you have found the contrast that you would like.

Cisco 8851 Phone Handout

1. Handset Light Strip
2. Phone Screen
3. Line/Feature Buttons
4. Softkey Buttons
5. Navigation & Select
6. Release Button
7. Hold Button
8. Conference Button
9. Transfer Button
10. Speakerphone Button
11. Mute Button
12. Headset Button
13. Keypad
14. Volume Button
15. Contacts Button
16. Applications Button
17. Messages Button
18. Back Button
19. Handset

PRESIDIO ™
Practical thinking for a connected world.

Basics

- Dial 8 to get an outside line.
- All internal extensions will be 5 digits.
- 911 or 8911 for emergency.

Softkeys

- These are the four keys located directly below the LCD screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)
- Watch these softkeys for options as you utilize different features on your phone.

Place, Answer, End Calls

- Pick up or hang out the hanset.
- Activate the headset or speaker phone.
- Use the softkeys: Redial, New Call, Dial, Answer, or End Call where appropriate.

Hold

- While on a call, press the Hold softkey or the Hold button.
- To return to the call, press the Resume softkey or the Hold button on the phone again.

Switching Between Multiple Calls

- While on a call, highlight incoming call and press the Answer softkey. This answers the incoming call and places the original call on hold.
- To switch between calls, highlight the call you want to pick up and press the Resume softkey. This will place the other call on hold and pick up the highlighted call.

Transferring Calls

- Press the Transfer button or the Transfer softkey, this places the call on hold and opens a new line.
- Dial the number you want to transfer to. Your phone will now connect to this number.
- Press the Transfer button or the Transfer softkey again. This connects the caller to the transfer recipient. *Hanging up without pressing Transfer the second time places the call on hold. You will have to pick up the call to try the transfer again.
- You cannot transfer a call from hold.
- Types of Transfers:
    - Blind Transfer: Press Transfer, dial number, press Transfer, hang up.
    - Announced Transfer: Press Transfer, dial number, wait on the line, announce call, press Transfer, hang up.
    - Direct to Voicemail: Press Transfer, press Asterick * (star) key, dial number, press Transfer, hang up.

Forwarding Calls

- Press the CFwdAll softkey. You will hear two beeps.
- Dial the number to which you would like to forward the calls or press the Message button to forward your calls to voicemail.
- To cancel, press the CFwdAll softkey again.

Divert / Decline

- Press the Divert softkey when you have an incoming call.
- The call will automatically be sent to voicemail.

Conference Calls

- During a call, press the Conference button. Your phone will automatically put your original call on hold and open a new line.
- Dial the number you want to add to the conference.
- When you have the new caller on the line, press the Conference button again. The calls will be connected into a conference.
- Repeat to add additional callers.
- Max number of callers on a conference: _4_

Call History / Directory

- Call History:
    - Press the Applications button.
    - Select Call History.
    - You are able to see your recent Missed, Placed, and Received calls.
    - You can dial directly from the call log by selecting the number you want to call and either picking up the handset or pressing the Dial softkey.
- Directory
    - Press the Director button.
    - Select Corporate Directory.
    - Search by first name, last name, or extension.
    - You can also dial directly from here.