CICERO DISTRICT 99

IGNITING THE ROAD TO EXCELLENCE

Quick Reference Guide

Cisco 8851/65

Note

For best results, print on 8.5" x 14" (legal-sized) paper.

---

1   Dial

To dial, lift the handset and enter a number. Or:

- Press an unlit line button .
- Press the **New Call** softkey.
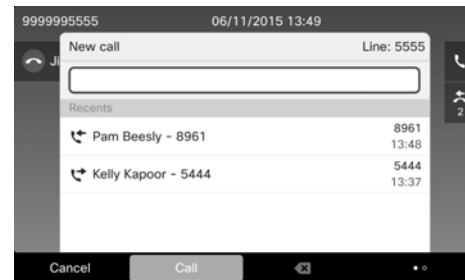- Press the (unlit) headset button or speakerphone button .

Internal: Dial 5-digit extension number

Local: Dial 221 + 10-digit number

Long Distance: Dial 22 + 1 + 10-digit number

Dial from Call History

1. Press the down arrow on the Navigation bar.
2. Scroll to the number and press the Call button or lift the handset.

Dial from Call History

Press the **Redial** softkey.

2   Hang up

To end a call, replace the handset. Or:

- Press the **End Call** softkey.
- Press the (lit) headset button or speakerphone button .

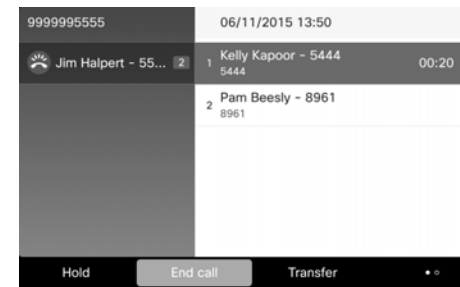# 3   Answer

To answer a ringing call , lift the handset. Or:

- Press the flashing amber session button .

- Press the (unlit) headset button or speakerphone button .
- Press **Answer**.

Call Waiting

If you get a second call while the first call is active, a message appears on the screen.

To connect the second call and put the first call on hold automatically, press the flashing amber line button and then press the session button .

Multiple lines

If you use multiple lines, press the **All Calls** softkey to see all calls on all lines (oldest first). Otherwise, your phone displays calls that are on the selected line only.

To see which line is selected, look for a blue icon on the line label (left side of screen) and the line extension in the header bar (top of screen).

All Calls uses your primary extension.

4   Page/intercom

- Press a line button next to the

---

5   Answer intercom call

- Press a line button next to the

6   Mute

- Press the Mute button to toggle Mute on and off. When Mute is on, the Mute button glows red.

7   Hold

1. Press the Hold button .

   The hold icon displays and the line button pulses green.

2. To resume the highlighted call, press the pulsing green button , the **Resume** softkey, or **Hold**.

8   Conference (max of 8)

1. From a connected call (not on hold), press the Conference button or press the More softkey and then press **Conference**.
2. Make a new call.
3. Press the Conference button (before or after the party answers).

   The conference begins and the phone displays "Conference" instead of caller ID.
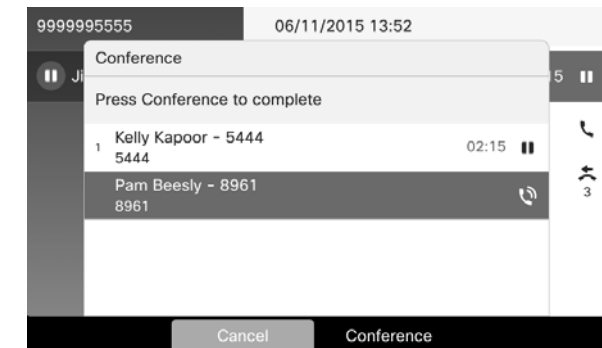
4. Repeat these steps to add mo

The conference ends when all par

CDW PEOPLE WHO GET IT

"Conference in" a held call

1. From a connected call 📞 (not on hold), press the Conference button 👥.
2. Press **Active** calls to select the held call, and press Conference again to create the conference.
3. The conference ends when all participants hang up.

View & remove conference participants

During a conference, press **Show Details**. To remove a participant from the conference, highlight a name and press Remove.

9   Transfer

1. From a connected call 📞 (not on hold), press the Transfer button 📲.
2. Call the transfer recipient.
3. Press the Transfer button (before or after the party answers).

   The transfer is complete. Confirmation displays on your phone screen.

10   Call History

Press the Applications button ⚙ and select Call History.

The last 150 calls display:

- Missed calls ↩
- Placed calls ↪
- Received calls ↩

To dial, scroll to a call and press the Select button in the Navigation pad or the **Call** softkey.

To view details for a call, highlight the call and press these softkeys: **More** > **Details**.

View new missed calls

1. View your call history.
2. Press the **Missed Calls** softkey.

11   Directories

1. Press the Contacts button 📖 and select a directory.
2. Enter search criteria and press Submit.
3. To dial, scroll to a listing and press the Select button in the Navigation pad or the **Dial** softkey.

12   Shared Lines

If you share a line with a coworker or an administrative assistant:

- Either you or your coworker can answer a ringing call on the shared line.
- When your coworker has a call on the shared line, your shared line button ▬ is solid red and the call displays on your screen.
- When your coworker puts a call on hold, the line button ▬ on your phone pulses red. You or your coworker can resume the call.

13   Stop your video (8865 Only)

- Turn the camera shutter counterclockwise to stop your video.
- Turn the camera shutter clockwise to start your video.
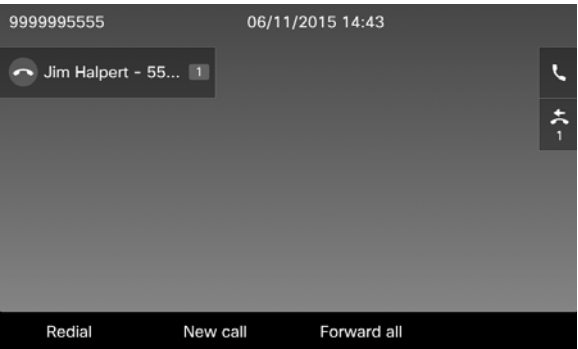
14   Voicemail

First-time voicemail enrollment

1. Press the Messages button 📞
1. Enter the first time enrollment password **135790#**
2. Follow voice prompts to setup voicemail

New message indicators:

- A solid red light on your handset.
- A stutter dial tone on the line (if enabled).
- A voicemail icon 1 or ✉ next to the line button (the number shows the message count).

- A message count indicator next to one of the Session buttons.

Listen to messages

Press the Messages button 📞 and follow the voice prompts.

1. Press *
2. Enter in your ID/extension, followed by #
3. Enter in your pint

Basic voicemail controls

1	Hear new message	1	Setup options
2	Send new message	*	Cancel or backup
3	Hear old messages	#	Skip or move ahead

During Playback		After Playback	
1	Restart	1	Repeat
2	Save	2	Save
3	Delete	3	Delete
4	Slow Playback	4	Reply
5	Change Volume	5	Forward message
6	Fast Playback	6	Save as new
7	Rewind	7	Rewind
8	Pause or Resume	9	Play Summary
9	Fast Forward		

Where can I find a complete User Guide?

http://www.cisco.com/en/US/products/ps10451/products_user_guide_list.html