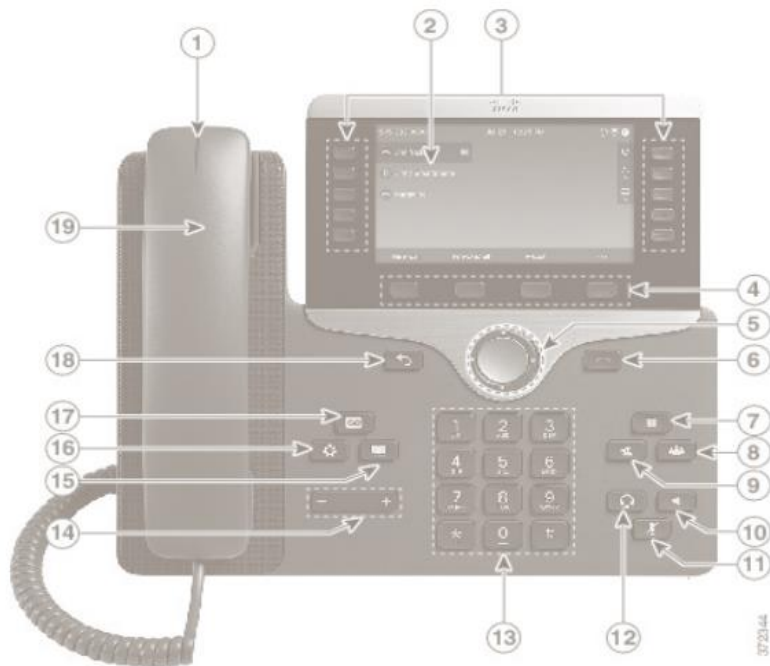


Cisco® 8811



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, Headset and Mute
- 13, 14 Dial Pad & Volume
- 15, 16, & 17. Contacts, Applications, Voicemail
- 18 & 19. Back & Handset

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 lift the handset.
- OR
- Press **Redial** softkey.
- OR
- Press **New Call**, **Speaker** or **Headset** and dial.

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: Shared line in use
- Amber, flashing: Incoming call
- Red, steady: Shared line in use
- Red, flashing: Shared line on hold

Answer a Call



- Press the flashing amber button.

OR

- Lift the handset.

OR

- Press the **Speaker or Headset** button or **Answer** softkey.

Put a Call on Hold



- Press **Hold**.

Resume a Held Call

- Press **Hold** again or **Resume** softkey.

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

- Press **Transfer + * + X-digit extension + Transfer**.

Call Forward

To forward all incoming calls:

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

To forward to voicemail:

- Press the **Forward ALL** softkey.

- Press the **Messages** button.

To receive calls again:

- Press the **Forward Off** softkey again.

Conference



Ad Hoc Conference (Up to 8 Parties)

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 to be connected with conference in progress.

View Conference Participants

- Press the **Show detail** softkey.
- To refresh the screen, press **Update** softkey.

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

- 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.

Do Not Disturb (DND)

- Press **DND** softkey 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 **Search** softkey.
- Scroll to a listing and press the **Select** button in the Navigation pad.
- Press **Select** button again.

To Exit:

- Press the **Exit** softkey.

Personal Directory

To access the Personal Directory:

- Press **Contacts** button.
- Select **Personal Directory**.
- Enter **User ID**:
- Enter **Password**:
- Press **Submit** softkey.

To Log Out:

- Select **Log Out | OK**.

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

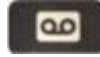


- Press **Applications** button.
- Select **Recents**.

- Select line to view.

Note: You can view approximately 150 missed or all calls.

Voicemail



Setting up Voicemail

- Press the **Messages** button.
- Enter your default PIN **32783278#**
- Record your **Name**.
- Record your **Greeting**.
- Change your **Temporary PIN**.
- Confirm your **PIN**.
- Press **#** to confirm **Directory Listing**.

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

Internal Voicemail Access

From your phone:

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

Voicemail access from another phone:

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

External Voicemail Access

- Dial your direct number or **860-465-1111**
- Press * key
- Enter **5-digit extension, #**
- Enter your **PIN, #**

Main Menu:

- 1 Listen to messages
- 2 Send a message

- 3 Review old messages
- 4 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 1 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

Managing your phone from the Web

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

- Go to: <https://phone.easternct.edu>
- Press continue to this website
- **ID: BlueNet Username**
- **Password: BlueNet Password**

Speed Dial Configuration

To create additional speed dials:

- Click **Phones** tab.
- Click **Phone Settings**.
- Click **Speed Dial Numbers**.
- Do the following:
 1. Click **Add New Speed Dial**.
 2. Enter in the number as though you were dialing it.
 3. Enter in Label.
 4. Assign speed dial number (1-199).
 5. Click **Save**.

Call Forwarding

- Click **Phones** tab.
- In the left navigation pane, click **Call Forwarding**.
- Click the drop down arrow for the phone number you want to setup forwarding.
- Check the **Forward all calls to:** check box.

- From the drop-down list, enter the phone number you want to forward all calls to.
- 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 My Phones.
- Under **Company Phones** there are two phones. Look for the one that has your correct number. Example: +13133273133.
- Click the **Application** icon 
- Click **Settings** from the drop down.
- 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**.

Web Inbox-Visual voicemail through your computer

- Go to: <https://voicemail.easternct.edu>
- A security page will appear, press **Continue to this website**.
- **ID: BlueNet Username**
- **Password: BlueNet Password**
- Select **Web Inbox**.

To view and listen to voicemail:

- New unheard messages are bolded. Old messages are not bolded.
- Place your mouse over the message and click the play button to hear the message.

To log off Web Inbox:

- Click the **Sign Out** link in the upper-right corner.

Messaging Assistant-Change your VM PIN

- Click on **Messaging Assistant** after logging in.

To change your VM PIN:

- Click **Passwords** drop down.
- Select **Change PIN**.
- Enter new voicemail PIN and enter it again to confirm using digits 0-9.
- Select **Save**.

To log off Messaging Assistant:

- Click the **Sign Out** link in the upper-right corner.