Cisco® 8841/8851/8861

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.

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

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 S**how 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.