Cisco® 8851

**Dial Plan**

**Internal Calls:** Dial 5-digit extension

**External Calls:**
- Local/Domestic: 8+1 Area Code + Number
- Int’l: 8+011+Country Code + Number
- Emergency External: 8+911 or 911

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**Your Phone**

1. Incoming call or voicemail indicator
2. Phone Screen
3. Feature and session buttons
4. Softkeys
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

**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

**Place a Call**

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

**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 + * + 5-digit extension + Transfer.

Call Forward-Internal Only
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 6 Participants
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.

All Calls
To view a list of all active calls for all your phone lines
- Press All Calls button.

Note: If you have multiple lines make sure this button is always selected.

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.

Decline
Sending an Active or Ringing Call to Voicemail
To redirect an incoming, ringing call while on another call:
- Highlight the incoming call and press Decline softkey.
To redirect an incoming call while not on a call:
- Press Decline softkey.
To redirect a held call:
- First resume the call and then press the Decline softkey.

Do Not Disturb (DND)
- Press DND line button 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: Active Directory ID
- Enter Default Password: 147369
- 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.

Mobility

Single Number Reach
- To set up, see Managing Your Phone from the web section on page 5.

Enabling Mobility
To turn on or off Mobility from your desktop phone:
- Press Mobility button or softkey to display current remote status.
- Highlight Enable Mobile Connect option, then press Select softkey to change status.
Note: To disable Move to Mobile, follow step 1 above, then select Disable Mobile Connect and press Select softkey.
- Press the Exit softkey.

Send Call to Mobile Device
To transfer an active phone call from your desk phone to your mobile phone:
- While on an active call at your desk phone, press the Mobility softkey.
- Select Send Call to Mobile, then press Select softkey.
- After a few seconds your mobile phone will ring. Answer the call.
- You may be prompted to press any digit to accept the call.
- The transferred call should now be active on your mobile phone.
To end the call, simply hang up the call on your mobile phone. This will place the call on hold at your desk phone. Press the line button, of the held call, to resume the call at your desk phone. If you do not resume the call at your desk phone, the call will automatically end after 5 seconds.

Send Mobile Call back to Desk Phone
To transfer a mobile connect call from your mobile phone back to your desk phone:

Note: This option is only available for calls that were previously transferred to a mobile phone using Send to Mobile.
- Verify the line on your phone is illuminated red, indicating that you currently have a call transferred using Send to Mobile.
- End the call on your mobile device. The system will automatically put the call on hold at your desk phone.
- Press the line key associated with the call that is on hold.
Note: Typically a line will flash red if it has a call on hold.
- The call should now be active on your desk phone.
Note: If you do not answer the call on hold within 5 seconds the call will end.

Voicemail

Setting up Voicemail
- Press the Messages button.
- Enter your default PIN 147369#
- Record your Name.
- Record your Greeting.
- Change your Temporary PIN.
- Confirm your PIN.
- Press # to confirm Directory Listing.

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 203-837-9999.
- Press * key
- Enter your ID: 1 203 837 xxxx, #
- 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
- 4-3-1 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
2. Save
3. Delete
4. Slow Playback
5. Change Volume

After listening to messages:
1. Replay
2. Save
3. Delete
4. Reply
5. Forward

Managing your phone From the Web
To manage features such as speed dials (phone buttons), abbreviated dials (softkeys), Phone Contacts:
- Go to: https://phone.wcsu.edu/ucmuser
- Press continue to this website
- Username: Active Directory ID
- Password: Active Directory Password

Link and Unlink Your Devices
Linking your devices allows you to make a change that is applied to all your phones. Example: if you have three phones and you link your speed dial numbers for the three phones, all three phones share the same speed dial configuration.

To link your devices:
- Click MY Phones.
- Click to link all devices.

To unlink your devices and manage them individually:
- Click MY Phones.
- Click to unlink your phones.

Speed Dial Configuration
Note: Make sure your devices are linked or unlinked before starting.

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
Note: Make sure your devices are linked or unlinked before starting.
- 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
Note: Make sure your devices are linked or unlinked before starting.
- 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
Note: Make sure your devices are linked or unlinked before starting.

- 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
Note: Make sure your devices are linked or unlinked before starting.
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.

Single Number Reach
SNR allows you to provide an additional number where you can be reached if you are not at your desk.
Set up an Additional Phone:
- Click the Phones tab.
- In the left navigation, click My Phones.
- Under My Additional Phones, click the Add New icon. The Add a New Phone window displays.
- Enter the phone number and description for your phones.
- Optional. If this phone is a mobile phone, check the Enable Move to Mobile check box.
- Click Save.

Managing your Voicemail from your Computer
Web Inbox-Visual voicemail through your computer
- Go to: https://voicemail.wcsu.edu/ciscopca
- A security page will appear, press Continue to this website.
- User Name: Active Directory ID
- Password: Active Directory 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.