



VoIP Telephones

Models 8811 and 8851

February, 2018



For best printing results, please use 8.5 x 14 (legal sized) paper; landscape orientation

Applications



Ringtones

- Press the Applications (gear) button
- Using the navigation control, Select Settings from the menu grid
- Scroll to Ringtone and press Select
- Select the Line for the new ringtone and select Edit.
- Browse/Play the ringtone and then press Set.
- Edit another Line or press Exit.

Brightness, Font Size & Wallpaper, etc...

- Using navigation control, Select Settings from the menu grid.
- Scroll to the function you want to edit and press Select.
- Use your Navigation and Softkeys to manage the options.

Recent Call History

- Using navigation control, Select Settings from the menu grid.
- Select Recents
- View All Call or Missed calls
- Scroll to the call for which you want to view more details, call, or delete from history.
- You can clear the entire list or individual call records.

Know Your Phone



Cisco Lighted Indicators

- Green, steady; Active call
- Green, flashing; Call on Hold
- Amber, steady; Private line in use
- Amber, flashing; Incoming call
- Red, steady; Remote line in use
- Red, flashing; Remote line on hold

Caller ID

- Caller ID will be displayed as the callers phone number only from within the PSU VoIP system.
- Calls from outside may display the name and number as this is the information provided by the carrier.

Managing Speed Dials

- You can change speed dial numbers and their labels through the online portal.
 - Using a Firefox or Chrome browser, log in to: www.my.voip.psu.edu
 - Select Phone Settings > Speed Dials
 - Choose Add New Speed Dial
- Complete each of the 3 fields in the programming window

Technical Support

For Cisco VoIP support, contact your local Telephone Systems Administrator:

TIP: To change speed dials and their labels or to change your voice mail PIN and options, visit:

my.voip.psu.edu

Notes:

Enterprise Networking and
Communications Services

encs.psu.edu



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Dial

Manual

- Pick up the handset and enter the phone number on the dial pad. Line Button 1 is your default line.

Redial Last Number

- Press Redial to dial on Line Button #1.
- To redial on another line, press the line button first.

Pre-Dialing

- Enter a phone number using the dial pad.
- Lift the handset, press Call, Headset Speakerphone, or Select.

Speed Dial

- Press any assigned speed dial button

Answer

An incoming call is displayed:

- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call on (default) Line 1:

- Lift the handset, the speakerphone or headset buttons.

To answer a call other than Line 1:

- Select the incoming Line button
- Then press the Answer softkey to connect.
- If you are already on another call, your original call will automatically be placed on hold.

Hold

- Press the Hold softkey or Hold button
- The session button flashes green
- To remove a call from Hold, press the Resume softkey or press the Hold button again to cancel.

Transfer

Hard Transfer (no announcement)

- While on a call, press the Transfer softkey or button
- Dial the recipient's phone number
- When the phone rings, press Transfer again to complete

Soft Transfer (with announcement)

- While on a call, press the Transfer softkey or button
- Dial the recipient's phone number
- When the recipient answers, announce the topic or caller's name.
- Press Transfer again to complete.

Resuming the Original Call

- After you press Transfer, your caller is automatically placed on hold.
- If the intended recipient cannot take the call, return to your original call by pressing the green flashing session button.

Conference

A total of (6) callers, including you, can become one conference.

- While on a active call, press the Conference softkey or button.
- Dial another number and press Conference again to complete.
- The screen will display: **Conference**
- Repeat these steps to add participants up to (6).
- You may leave the conference at any time.
- To view or remove any conference participants, press the Show Detail softkey.
- Highlight a name and press Remove.
- You can join an active call with a call on hold:
- From your active call, press the Conference softkey or button
- Press Active Calls and select the other caller and press Conference again to complete.

Mute

- While on a call, press the Mute button to activate and deactivate
- When you are muted, the button glows red.

Voicemail

A new voicemail is displayed:

- A steady red light on the handset
- A voicemail icon and number of messages on a session button.

To manage voicemail from your phone:

- Press the Voicemail/Messages button
- Follow the recorded prompts

To manage voicemail thru the online portal:

- You may only manage your OWN voicemail through the portal.
- Log in to: www.my.voip.psu.edu
- Authenticate with your PSU credentials
- Select Inbox
- You can review details, play, and manage each voicemail.
- Changes made online will be syncd with your phone.

Answer/Decline/Ignore & Silence

- Press Answer to connect to incoming call.
- Press Decline to send call directly to voicemail.
- Press Ignore to interrupt the ring.
- Press the (-) on volume to silence call ring.

Directories

- Press the Contact button
- Scroll to select a directory
- Use your keypad to input information
- Press Submit.
- Scroll to select an entry and press Submit

Forward All

To forward from your phone:




- To forward call for Line Button #1, press the softkey Forward All.
- Enter the phone number or your Voicemail button.
- The upper left corner of your phone screen will confirm the forwarding number.
- To cancel Forwarding, press the softkey Forward Off.
- To forward calls coming to another line, press that line button and then follow the same procedure.

To forward calls thru the portal:

- Using a Firefox browser, log in to: www.my.voip.psu.edu.
- Authenticate with your PSU credentials
- Select Settings
- Select Call Forwarding
- Select the number to forward and the forwarding action.
- The upper left corner of your phone screen will confirm the forwarding number.
- To cancel Forwarding, repeat these step and de-select the forwarding action.

Intelligent Proximity

Cisco 8851 and 8861 ONLY

- If enabled, press the second line button to open 
- Pair c or tablet.
- This c on the 2nd Line.

USB Charging

- To ch use the side USB  851NR. You c ck USB port of the Cisco 8861.