

## 8811/51 Phone Quick Start Guide

sharon roy - 2019-04-23 - Comments (0) - Cisco 8800 Series

Both the 8811 and 8851 operate in the same way. The 8851 adds a colored display and has USB ports for headsets.

You can learn more about the 8811 [here](#).

You can learn more about the 8851 [here](#).



BROWN



Model 8811/51

1. **Handset light:** incoming call flashes red; message waiting solid red
2. **Programmable feature buttons (left) and Session buttons (right):** active call steady green; held call flashing green; incoming call flashing amber; shared line in use steady red
3. **Phone screen:** displays status, feature and call information (8851 has a color screen)
4. **Softkeys:** engages associated feature shown in display
5. **Navigation pad and select button:** use to scroll through menus
6. **Release button:** disconnects from active call
7. **Hold:** places call on hold and retrieves held call
8. **Conference:** initiates a conference call
9. **Transfer:** initiates a call transfer
10. **Speakerphone:** activates (steady green) and deactivates
11. **Mute:** deactivates (steady red) and reactivates microphone
12. **Headset:** activates (steady green) and deactivates
13. **Keypad:** dial numbers, enter letters and numbered menu items
14. **Volume:** adjusts ringer on-hook and voice volume off-hook
15. **Contacts:** Brown directory access
16. **Applications:** call history, preferences (ring tone, wallpaper, etc.)
17. **Messages:** auto-dial access to voicemail
18. **Back button:** returns to previous screen or window

## Using Voice Mail

### Call voicemail from your desk:

1. Press the Messages button
2. Enter your PIN followed by #  
Mailbox ID: 5-digit extension  
Starter PIN: 864236

### Call voicemail from outside:

1. Dial 401-863-9000
2. Press #
3. Enter your Mailbox ID, then #
4. Enter your PIN, then #

#### During Message Review

**Press 1:**  
**Play New**  
**Messages**

**Press 3:**  
**Play Saved**  
**Messages**

Rewind 1	Pause 2	F. Fwd 3
Slow 4	Vol. 5	Fast 6
Delete 7	8	Save 9
Cancel *	Help 0	End #

#### After Message Review

Rewind 1	2	3
Replay 4	Prop. 5	Fwd 6
Delete 7	Reply 8	Save 9
Cancel *	Help 0	Skip #

**Press 2:**  
**Send a**  
**Message**

1. Record your message, then #
2. Enter the extension, then #
3. Press # to confirm
4. Press 9 + 1 to add a name
5. Press # to send or choose from a message option

**Press 4:**  
**Setup**  
**Options**

#### Press 1 — Preferences

- Press 1 — PIN
- Press 2 — Recorded name

#### Press 2 — Message Settings

- Press 1 — Message notification
- Press 3 — Menu style
- Press 4 — Private lists

#### Press 3 — Greetings

- Press 1 — Edit the standard greeting
- Press 2 — Turn on/off alternate greeting
- Press 3 — Edit other greetings
- Press 4 — Play all greetings

#### Message Options:

- 1 Mark as urgent
- 2 Request return receipt
- 3 Mark as private
- 4 Set future delivery
- 5 Review recording
- 6 Re-record message
- 7 Add to the message
- # Send message

#### Tips:

\* Exit or back up

## Number and spelling entry toggle

### Placing Calls

#### To place a call:

1. Lift handset *or*  
Press **Speaker** button *or*  
Press **Headset** button *or*  
Press **New Call** softkey *or*  
Press a session button
2. Dial the number

#### To place second call on same line:

1. Press the next idle session button
2. Dial the number

#### To call an extension:

Dial 5-digit extension

#### To call Brown Switchboard:

Dial 0

#### To call external number:

Dial 8 + 1 + telephone number

#### To call international number:

Dial 8 + 011 + country code + city code + telephone number

#### To call Emergency Services:

Dial 911

#### To redial last number called:

Press the **Redial** softkey

### Ending Calls

#### To end a call:

Replace handset *or*  
Press **Speaker** button *or*  
Press **Headset** button *or*  
Press **End Call** softkey *or*  
Press the **Release** button

### Answering Calls

#### To answer incoming call:

Lift handset *or*  
Press **Speaker** button *or*  
Press **Headset** button *or*  
Press **Answer** softkey *or*  
Press flashing session button

#### To answer call on shared line:

1. Press the ringing line button
2. Press the flashing session button

#### To answer second incoming call:

Press the flashing line button

### Decline a Call

#### To immediately forward a ringing, live, or held call to voicemail:

Press the **Decline** softkey

### Call Hold

#### To place call on hold:

Press **Hold** button

#### To retrieve held call:

Press **Hold** button *or*  
Press **Resume** softkey *or*  
Press flashing session button

#### To toggle between held calls on same line:

Press flashing session button

#### To toggle between held calls on different lines:

1. Press the line button
2. Press flashing session button

### Call Transfer

#### To transfer a call:

1. Press **Transfer** button
2. Dial extension
3. Optional: Announce caller
4. Press **Transfer** button *or*  
Press **Transfer** softkey *or*  
Hang up

#### If no answer or line is busy:

1. Press **Cancel** softkey
2. Press **Resume** softkey *or*  
Press flashing session button

#### To toggle between calls:

Press **Swap** softkey

#### To transfer two calls on the same line to one another:

1. While connected to an active call, press **Transfer** button
2. Press session button of the call you want to transfer to

#### To transfer a call to a subscriber's voicemail box:

1. Press **Transfer** button
2. Dial \* and the mailbox number
3. Press **Transfer button** *or*  
**Transfer** softkey *or*  
Hang up

### Call Forward

#### To immediately forward all calls to another number:

1. While on-hook press **Forward All** softkey
2. Dial extension number *or*  
Press the **Messages** button

#### To deactivate call forwarding:

Press **Forward Off** softkey

### Conference Calling

#### To place up to a 6-way conference call

1. While connected to an active call, press the **Conference** button
2. Dial the next participant
3. Optional: Announce the conference
4. Press **Conference** button *or*  
**Conference** softkey again
5. Repeat to add more participants

#### To add an incoming caller to existing call or conference:

1. While connected to the incoming call, press the **Conference** button
2. Press the session button of the held call or conference

#### To view conference participants:

1. Press **More (...)**
2. Press the **Details** softkey

#### To remove a participant:

1. Navigate to the participant
2. Press the **Remove** softkey

### Call Pickup

#### To answer a ringing call on a pickup group phone:

1. Go off-hook
2. Press **Pickup** softkey

### Need Help?

#### Contact the IT Service Center:

401-863-HELP (4357)  
help@brown.edu

### Related Content

- [Cisco 8811, 8851, 8865: Change Your Ringtone](#)
- [Cisco 8811, 8851, 8865: Manage Call History \(including Missed Call list\)](#)
- [Cisco 8811, 8851, 8865: Conference](#)