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

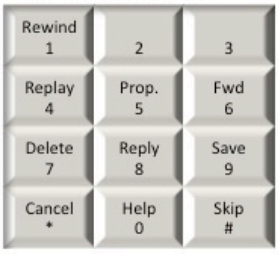
Call voicemail from your desk:	**Call voicemail from outside:**
1. Press the Messages button 2. Enter your PIN followed by # Mailbox ID: 5-digit extension Starter PIN: 864236	1. Dial 401-863-9000 2. Press # 3. Enter your Mailbox ID, then # 4. Enter your PIN, then #

Press 1: Play New Messages

Press 3: Play Saved Messages

During Message Review

After Message Review



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

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

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

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

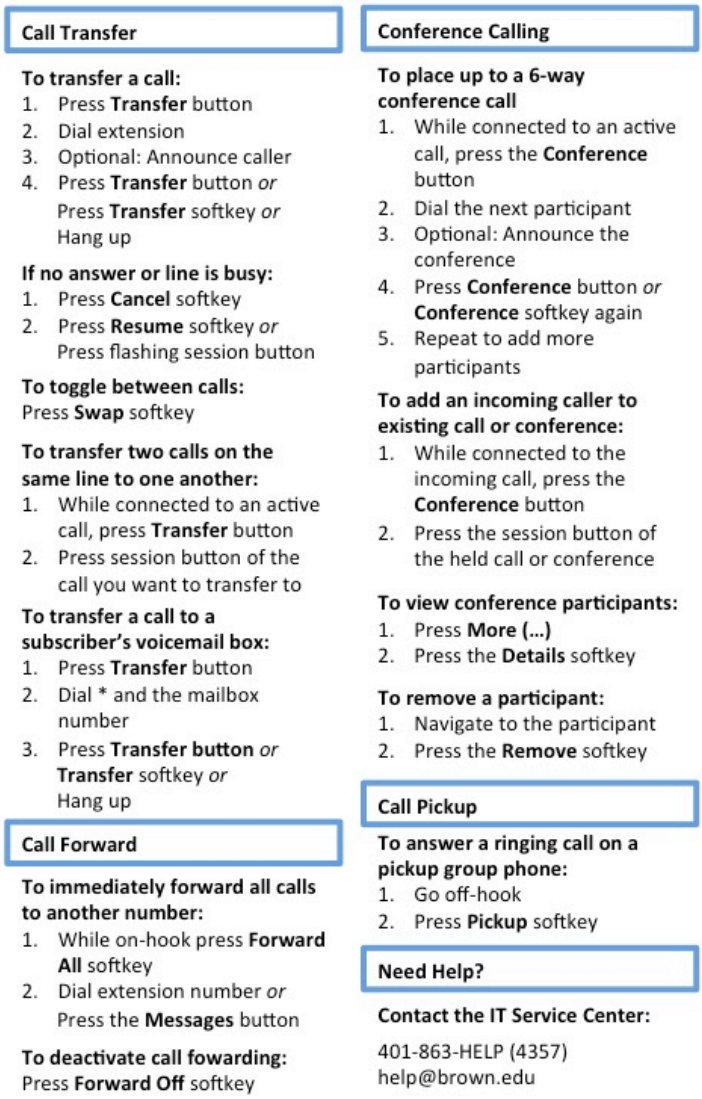
To place call on hold:
Press **Hold** button

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 fowarding:
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