CISCO 8841/8851 DESKPHONE USER GUIDE HOSPITAL CONVERSION

** CONVERSION INFORMATION**

- **Dialing procedure on new phones for outgoing local and long distance is 9+area code+number. *(do not enter a 1 for long distance or toll free)***
- **During transition there will be two phones at desk. New phone will only be able to place calls. Incoming calls will still ring old phone until go live day. UAB telecom will come remove the old phones after conversion as these phones belong to them. We will alert them to remove after go live.**

LOGGIN IN/OUT OF GUEST SERVICES CALL GROUP

1. Press button labeled Hunt group to log in.
2. Button will be lit orange if logged in correctly.
3. Calls will ring in on 205-11X-XXXX line.
4. Press button labeled Hunt group to log out. Orange light will go out.

DIALING AND PLACING CALLS

To Place a call, pick up the handset and enter a number or try one of these alternatives

REDIAL LAST NUMBER:

Press Redial to redial on your primary line. To redial on another line, press the line button first.

DIAL ON-HOOK

1. Enter a number when the phone is idle
2. Lift the handset or press **Call**, Headset , or Speakerphone

ANSWERING CALLS

New Calls display in these ways:

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

To answer the call, lift the handset. Or, press the flashing amber session button, **Answer**, the unlit headset button, or the speakerphone button.

ANSWER MULTIPLE LINES

If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing line button to answer the call. This will place first call on hold automatically.

PLACING AND REMOVING CALLS ON HOLD

Press the Hold . The hold icon appears and the line button flashes green.

To resume a call from hold, press the flashing green line button, **Resume**, or **Hold**.

TRANSFERING CALLS

1. From an active call, press **Transfer** .
2. Enter the transfer recipient's phone number.
3. Press **Transfer** again (before or after the party answers). The transfer completes

DIRECT TRANSFER (Connect a call on hold with an active call)

You can transfer the active call to the held call either on the same line or across lines.

- From the **active call**, press **Transfer** .
- Press Active calls to select the held call, and press **Transfer** again to finish the call transfer.

CONFERENCE CALLS

1. From an active call, press **Conference** .
2. Make a new call.
3. Press **Conference** again (before or after the party answers). The conference begins and the phone displays "Conference."
4. Repeat these steps to add more participants.

The conference ends when all participants hangs up.

JOIN CALLS

You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press **Conference**
- Press **Active calls** to select the held call, and press **Conference** again to create the conference.

VIEW AND REMOVE PARTICIPANTS

During the conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

MUTING CALLS

1. While on a call, press **Mute** [icon]. The button glows to indicate that mute is on.
2. Press **Mute** again to turn mute off.

USING VOICE MAIL IF EQUIPPED

New message indicators:

- A solid red light on your handset
- A stutter dial tone.
- The voicemail icon and number display on the screen along with the one idle session button.

LISTEN TO MESSAGES

Press **Messages** [icon] and follow the voice prompts. To check messages for a specific line, press the line button first.

FORWARDING CALLS

1. To forward calls received on your primary line to another number, press **Forward all**. *If forwarding from a secondary line instead of primary then press the secondary line first.*
2. To forward calls to another number, enter a phone number.
3. To forward all calls to voicemail, press **Messages**. [icon]
4. To cancel call forwarding, press **forward off**. Press Applications [icon]
5. Scroll and select Call History
6. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.

CALL HISTORY

VIEW CALL HISTORY

1. Press **Applications** [icon]
2. Scroll to **Recents** and select or **press 1**.
3. Select all calls or press a line for a specific line. Your phone displays the last 150 missed, placed, and received calls. *Note you can toggle between all calls or missed calls.*
4. To view details for a call, scroll to the call, press **more**, and then press **Details**.

DIAL CALL HISTORY

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press **More> Edit Dial**

USING INTERCOM IF EQUIPPED

Press **ICM** and dial the two digit intercom number of the other party.

CODE BLUE SPEED DIAL IF EQUIPPED

Press the code blue button to dial a Code. Can be pressed before or after lifting the headset.

UAB POLICE SPEED DIAL IF EQUIPPED

Press the UAB POLICE button to dial UAB POLICE. Can be pressed before or after lifting the headset.

CENTRAL MONITORING SPEED DIAL IF EQUIPPED

Press the Central Monitoring button to dial Central Monitoring. Can be pressed before or after lifting the headset. *NOTE* There is a different sounding ringtone setup for calls coming from Central Monitoring.*

PERSONALIZE SETTINGS AND TIPS

VOLUME

The volume bar is located to the left of the keypad.

[icon]

- To adjust the handset, headset, or speakerphone volume, press **Volume** when the phone is in use.
- To adjust the ringer volume press **Volume** on the left (-) or right (+)
- To silence the phone when ringing, press **Volume** left one time. Pressing **Volume** multiple times lowers the ringer volume.

RINGTONE

1. Press **Applications** [icon].
2. Select **Settings** > **Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.

SCREEN BRIGHTNESS

1. Press **Applications** [icon]
2. Select **Settings** > **Brightness**.
3. Press the Navigation cluster left or right to increase the brightness and press Save

HOW DO I NAVIGATE IN A LIST OR MENU?

Press up, down, left, or right on the four-way

Navigation cluster. [icon]

KEEP TRACK OF MULTIPLE CALLS

- Ringing call – Flashes Amber
- Connected call – Solid Green
- Held Call – Flashes Green
- Shared line in use remotely – Solid Red
- Shared line on hold remotely – Flashes Red