

State of Illinois

CMS Service Desk

217-524-4784

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8851 Reference Guide



8851 IP Phone Button Key

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Softkeys

- These are the four keys located directly below the screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)

To Place, Answer and End Calls

- Pick up or hang up the handset, OR
- Activate the headset or speaker phone, OR
- Use softkeys: **Redial**, **New Call**, **Dial**, **Answer** or **End Call**, where appropriate.
- Select a Speed Dial
- Dial **9** for an outside call
- Dial **9-911** emergency services.

Hold and Resume a Call

- While on a call, press the Hold button. (The Hold icon displays and the line button flashes green.)
- To return to the call, press the Resume soft-key or the flashing green line button.

Call Waiting

- To answer the ringing call, press the flashing amber line button. Your phone puts the original call on hold automatically and connects the ringing call.
- To swap back to call on hold, press the other line button.

Transferring Calls

- With an active call, press the **Transfer** button. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension to which you want to transfer your caller. You will now connect to this phone.
- Press the **Transfer** button again. You are now disconnecting yourself from the call and connecting the other callers.
- To cancel a transfer, press the **EndCall** soft-key. Then press the **Resume** soft-key to reconnect with the original caller.
- Hanging up without pressing Transfer the second time places the call on hold. If this occurs, use the **Resume** soft-key to get the caller back.
- You cannot use Transfer to redirect a call on hold. Press **Resume** and then restart the transfer.

Transfer Options:

- *Blind*
 - Press the Transfer button, dial number, hang up or press Transfer button again.
- *Consult*
 - Press Transfer button, dial number, wait on the line, announce call, hang up or press Transfer button again.
- *Direct to voicemail*
 - Press the Transfer button, press Asterisk* (star) key, dial extension, hang up or press Transfer button again.

Forwarding Calls:

- Press the **Forward All** softkey. You will hear two beeps.
- Dial the extension to which you would like to forward the calls, or press the **Messages** button to forward all calls to your voice mail.
- To cancel, press the **Forward Off** softkey once.
- Note: **Forward All** will only forward calls coming in on your primary line.

Conference Calls:

- During a call press the **Conference** button. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or phone number that you would like to add to the conference.
- Optional: Before the next step, you may press the **Swap** soft-key to toggle between the new caller and the existing callers.
- Press the **Conference** button again to combine all parties together in conference
- Repeat to add additional callers (up to six total).
- To add caller held on other line, press **Conference** and then press the other line button.
- Press **View Details** soft-key to view list of participants
- Conferencing phone only may press **Remove** soft-key to remove highlighted caller on Details screen from the conference.

Features Menu/ User Options:

- Press the Application Menu button and select Preferences (2)
 - ◇ Ringtone
 - ⇒ **Set, Play, or Back.**
 - ◇ Brightness
 - ⇒ Use the **Navigation bar** to change the contrast on your screen.
 - ⇒ Press the **Save** softkey or press **Cancel** to exit
- Press the Applications button for Call History
 - ◇ Select Call History
 - ⇒ Missed Calls
 - ⇒ Received Calls
 - ⇒ Placed Calls
- Press the Contacts button for the Corporate Directory
 - ◇ Select Corporate Directory
 - ⇒ Search for extensions or people by first name, last name, or extension.
 - ⇒ Search parameters are not case sensitive.
 - ⇒ Note: Users will only be in the directory if they have a VoIP phone and if they have a direct line.

Vicemail Functions

First Time Enrollment:

- Press the **Messages** button on your phone.
- Enter your default PIN: **643125**
- Follow the prompts, you will:
 - ◇ Record your name
 - ◇ Record a personal greeting
 - ◇ Change your PIN

Check Messages *from your phone:*

- Press the **Messages** button
- Enter your PIN

Check Messages *from another network phone:*

- Press the **Messages** button
- Press * when you hear the recording
- Enter your ID (**10-digit** extension)
- Enter your PIN

Check Messages *remotely:*

- Dial your Direct Inward Dial (DID) number
- Press * when you hear your greeting
- Enter your ID (**10-digit** extension)
- Enter your PIN

OR

- Dial the voicemail number 217-558-7045
- Enter your ID (**10-digit** extension)
- Enter your PIN

Vicemail Options and Shortcuts

While listening to the Main menu, press...

- 1 to hear new messages
- 3 to review old messages (31-saved, 32-deleted)
- 4 to change set-up options
- 411 to change your Standard Greeting
- 412 to turn on/off Alternate Greeting
- 431 to change your password
- 432 to change your recorded name

During message playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 for slow playback
- 6 for fast playback
- 7 to rewind 5 seconds
- 8 to pause/resume
- 9 to fast-forward 5 seconds
- # to skip to next message (## to skip and save)

After message Playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 to reply
- 5 to forward to another user (ext + #)
- 7 to rewind 5 seconds

Anytime...

- 0 for Help
- * Cancel, Exit, or Back-up
- # Skip, Confirm, Accept, Start-Stop