Voicemail
A PIN is required to access Voicemail. Contact ITCC for the default pin so you can create a new PIN. Your PIN expires every 180 days.
The number of new Voicemails and missed calls are indicated in a red box next to each line on the screen.
Enable other features at MyPhone.Fordham.edu:
• Solid red message waiting light on your handset
• Display message waiting screen prompt
• Stutter dial tone when on a call

Access Voicemail from a non-Cisco Phone
1. Dial your number.
2. Press * during the greeting.
3. Enter your 5-digit extension.
4. Follow the prompts.

Recents Call History
To view your missed, placed, and received calls:
1. Press the Applications button.
2. Select Recents.
3. Select a line to view.
4. Use the soft key to toggle between All calls or Missed calls. Your phone displays the last 150 phone sessions.
5. To view details for a call, scroll to the call, select • • • and then Details.
6. To dial, scroll to select a call and press the Call soft key.
7. To edit a number before dialing, press • • • and then Edit dial.

Listen to Messages
Press the Messages button and follow the voice prompts.
To check messages for a specific line, press the line button first.

Access Voicemail from Another Cisco Phone
1. Press the Messages button.
2. Press the * (star) key to identify yourself as an alternate user.
3. Enter your 5-digit extension number when prompted for your mailbox ID, then press #.
4. Enter your Voicemail PIN, then press #.
5. Follow the prompts to listen to and manage your messages.

Basic Answering
New calls display in these ways:
• A flashing amber line button
• A flashing red light on your handset
• An animated icon and caller ID
Answer the call in any of the following ways:
• Lift the handset
• Press the amber session button, Answer
• Press the unlit Headset button
• Press the Speakerphone button

Forward Calls
Voicemail must be set up before calls can be forwarded.
1. To forward calls on your primary line, press the Forward All softkey.
2. Enter a phone number or press the Messages button to forward all calls to your Voicemail.
3. Look for confirmation of the forward on your phone display.
4. To cancel, press Forward Off.

MyPhone.Fordham.edu
Go online to personalize and edit your phone’s features. Set speed dial numbers, send voice messages to email, let people know you’re available for instant messaging (IM), forward calls to your mobile phone, and more.

Voicemail Main Menu Options

<table>
<thead>
<tr>
<th>ACTION (while listening to main menu)</th>
<th>KEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hear new messages</td>
<td>1</td>
</tr>
<tr>
<td>Send a message</td>
<td>2</td>
</tr>
<tr>
<td>Review old messages</td>
<td>3</td>
</tr>
<tr>
<td>- Saved messages</td>
<td>1</td>
</tr>
<tr>
<td>- Deleted messages</td>
<td>2</td>
</tr>
<tr>
<td>Change Voicemail set up options</td>
<td>4</td>
</tr>
<tr>
<td>- Greetings</td>
<td>1</td>
</tr>
<tr>
<td>- Message settings</td>
<td>2</td>
</tr>
<tr>
<td>- Preferences</td>
<td>3</td>
</tr>
<tr>
<td>- Transfer settings</td>
<td>4</td>
</tr>
<tr>
<td>- Repeat menu options</td>
<td>0</td>
</tr>
<tr>
<td>- Try new extension / reach operator</td>
<td>*</td>
</tr>
</tbody>
</table>

Listening / Responding to Messages

<table>
<thead>
<tr>
<th>ACTION</th>
<th>KEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replay message</td>
<td>1</td>
</tr>
<tr>
<td>Play message by number</td>
<td>12</td>
</tr>
<tr>
<td>Play message</td>
<td>14</td>
</tr>
<tr>
<td>Play next message</td>
<td>16</td>
</tr>
<tr>
<td>Save</td>
<td>2</td>
</tr>
<tr>
<td>Delete</td>
<td>3</td>
</tr>
<tr>
<td>Forward message after playback</td>
<td>5</td>
</tr>
<tr>
<td>Slow playback</td>
<td>6</td>
</tr>
<tr>
<td>Fast playback</td>
<td>7</td>
</tr>
<tr>
<td>Pause or resume</td>
<td>8</td>
</tr>
<tr>
<td>Skip forward</td>
<td>9</td>
</tr>
<tr>
<td>Fast-forward to end</td>
<td>#</td>
</tr>
<tr>
<td>Play first new message</td>
<td>17</td>
</tr>
<tr>
<td>Play last new message</td>
<td>19</td>
</tr>
<tr>
<td>Toggle urgent status on/off</td>
<td>18</td>
</tr>
<tr>
<td>Save message</td>
<td>#</td>
</tr>
<tr>
<td>Skip message and save</td>
<td>##</td>
</tr>
<tr>
<td>Try new extension / reach operator</td>
<td>*</td>
</tr>
<tr>
<td>Repeat previous menu options</td>
<td>0</td>
</tr>
</tbody>
</table>

Leaving Messages

<table>
<thead>
<tr>
<th>ACTION (after recording)</th>
<th>KEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send message</td>
<td>#</td>
</tr>
<tr>
<td>Replay recorded message</td>
<td>3</td>
</tr>
<tr>
<td>Re-record message</td>
<td>4</td>
</tr>
<tr>
<td>Add to message</td>
<td>5</td>
</tr>
<tr>
<td>Discard message / try new extension</td>
<td>6</td>
</tr>
</tbody>
</table>

Unified Communications integrates two or more communication services into a single interface. These services include telephony, video conferencing, voicemail, faxing, and email.
For additional information about Fordham’s Unified Communications system, including training and documentation, consult our website: fordham.edu/UC
NAVIGATING YOUR CISCO 8851 IP PHONE

Line Buttons
- Located on the left side of the screen, used for speed-dialing and other features.

Volume

Display

Session Buttons
- Preprogrammed for tasks such as answering calls or initiating conferences.

Soft Keys
- Four soft keys for additional functionalities.

Mid-Call Options
- Hold, Transfer, Conference

Audio Options
- Headset, Speaker

Mute

Navigation Pad
- Used for menu or list scrolling.

Dial Pad

DIAL 5 DIGIT EXTENSIONS FROM CAMPUS PHONES

DIAL 5 DIGIT EXTENSIONS FROM CAMPUS PHONES

DIALING INTRACAMPUS AND INTERCAMPUS
- Rose Hill: 1
- Lincoln Center: 2
- Westchester: 3

For example, to call IT Customer Care:
- From a campus phone: 13999
- From an off-campus phone: 718-817-3999

DIALING OFF-CAMPUS FROM A UNIVERSITY PHONE
- Dial 9 + area code + number

DIALING FROM YOUR PHONE

Basic Dialing
- Pick up the handset and enter a number.

Redial Last Number
- Press the redial soft key.

Redial
- Press the redial soft key again.

Mute
- Press Mute.

Speaker

Headset

Audio Options
- Conference, Transfer, Hold

Conference Calls
- From an active call, press Conference.

Directories
- From a search, press Contacts.

Transfer
- From an active call, press Transfer.

Hold
- Press Hold.

Conference
- Press Conference.

Dial On-Hook
- Enter a number, then lift the handset.

Hold
- Resume a call on hold.

Transfer
- Press Transfer.

Redial
- Press Redial.

Mid-Call Options
- Hold, Transfer, Conference

Transfer
- Press Transfer.

Hold
- Press Hold.

Conference
- Press Conference.

Join Active Calls
- From an active call, press Conference.

View / Remove Participants
- From the conference, scroll to a participant and press Remove.

Keep in Touch
- fordham.edu/IT
- itnews.blog.fordham.edu
- @FordhamIT
- twitter.com/FordhamIT

8851 IP Phone

User Guide

IT Customer Care
- 718-817-3999
- Tech Help tab in My.Fordham
- itnews.blog.fordham.edu
- @FordhamIT
- twitter.com/FordhamIT

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Basic Dialing
- To place a call, pick up the handset and enter a number. Or, try one of the alternatives described below.

Redial Last Number
- From your primary line, press the redial soft key to dial a number again. To redial on another line, press the desired line button and then Redial.

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