Your Telephone
1. Incoming call or voicemail indicator
2. Feature and session buttons
3. Soft keys
5. Hold, Transfer, and Conference
6. Headset, Speakerphone, and Mute
7. Voicemail, Applications, and Directory
8. Volume

Feature and Session Buttons
Buttons illuminate to indicate status:
- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: line in use
- Red, flashing: line on hold

Quick Start Guide

Make a Call
Enter a number and pick up the handset.

Answer a Call
Lift handset or press amber line.

Put a Call on Hold
1. Press Hold
2. To resume, press Hold again or Resume soft key

View Your Recent Calls
1. Press Applications
2. Select Recent
3. Select a line to view

Transfer a Call
1. From an active call, press Transfer
2. Dial desired number
3. Press Transfer again

To cancel a transfer:
1. Press Cancel
2. Press End Call
3. Press Resume to go back to caller

Decline a Call
Press Decline when the call is ringing. Decline redirects the call to voicemail or to another number set up by your system administrator.
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**Conference (up to 10 parties)**
1. From an active call, press Conference.
2. Dial the second party.
3. Press Conference again to join all parties.
4. Repeat these steps if you wish to add more people to the conference call.

**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.
1. Press Active calls to select the held call.
2. Press Conference again to create the conference.

**View and Remove Participants**
1. During a conference, press Show Details.
2. To remove a participant from the conference, scroll to the participant and press Remove.

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

**Forward All Calls**
1. Press Forward all.
2. Dial the number that you want to forward to, or press Voicemail.
3. Look for the Forward All icon to verify call forwarding.
4. To receive calls again, press Forward off.

When Forward is activated, the number will show in the upper left corner of display.

**Adjust the Volume**
Press Volume + left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.

**Change the Wallpaper, Ringtone, Brightness, Font size**
1. Press Applications.
2. Select Settings.
3. Scroll to section you wish to change.
4. Make selection and click on set.

**Managing your telephone from the Web:**
**Telephone Self Care Portal:**
https://voice.iastate.edu/ucmuser
ID: Active Directory ID
Password: Active Directory Password

Contacts for your personal directory.
1. Press Phones tab across top of page.
2. Press Phone settings.
3. Click on Create New Contact.
4. Add Contact information and click ok.

Personal Directory: you need to login to the telephone device the first time using your net id and the default pin of 134679.

**PHONE SERVICES PIN** should be changed from default.

Call Forwarding
1. Click on Phones tab.
2. In left pane, click call forwarding.
3. Click on phone number you want to set up forwarding.
4. Check the Forward all calls to.
5. Enter number to which calls will be forwarded.
6. Click save.

**Voice Mail Messages**
Press Messages and follow the voice prompts.
From campus:
1. Call 4-6245 (4-mail).
2. Enter pin and press #.
   Default pin is 134679#. **VOICEMAIL PIN should be changed from default.**
3. Press 1 to hear NEW messages.
4. Press 2 to SEND a message.
5. Press 3 to REVIEW old messages.
6. Press 4 to change setup options.

From off-campus:
1. Dial 515-294-6245.
2. Enter 5 digit extension and pin.

From another campus telephone:
1. Dial 46245.
2. Press * key.
3. Enter 5 digit extension and pin when Cisco Unity answers.

**Voice Mail from the Web**
Personal Communication Assistant (PCA) for voice mail:
https://voicemail.iastate.edu/ciscopca
User name: Active Directory
Password: Active Directory password

**Messaging Assistant:**
- Preferences
- Password change
- Greetings

**Web Inbox:** View current inbox.