Calling Features

Forward Calls on your Phone
1. Press the More softkey until the Forward All (Fwd All) softkey appears.
2. Press the Forward All softkey.
3. Do one of the following:
   - Enter a phone number (including 9 to dial outside, e.g. 9-412-XXX-XXX)
   - Select an entry from the Call History list
   - Forward all incoming calls to voicemail by pressing the Messages button.

NOTE: Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.

4. To verify that your calls are forwarded, look for:
   - A Forward All icon on the line label.
   - The forwarding information in the header on main screen.

5. To cancel forwarding, press the More softkey until the Forward Off (Fwd Off) softkey appears and press it.

NOTE: To set up conditional call forwarding, go to the User Options Web pages: http://phone.cmu.edu

Hold and Resume a Call
1. Start with an active call.
2. Press the Hold softkey.
   - The Hold icon displays and the line button pulses green.
3. To resume the highlighted call, do one of these:
   - Press the Resume softkey.

Mute Your Phone
1. Press the Mute button to turn Mute on.
   - Visual confirmation displays.
2. Press the Mute button again to turn Mute off.

Dial a Number On-hook
1. Enter or speed-dial a phone number.
2. Go off-hook.

Place a Call with a Speed-Dial Code
Before you can use speed-dial codes on your phone, you must set up the codes on your User Options Web pages.

Use a Speed Dial Code on Hook
Enter the speed-dial code and press the Speed Dial softkey.

Transfer a Call to Another Number
1. Start with an active call (not on hold).
2. Press the Transfer button and do one of the following to enter the transfer recipient’s phone number:
   - Enter the transfer recipient’s phone number.
   - Scroll to a Call History record and press the Call softkey.

Conferencing
1. Start with a connected call that is not on hold.
2. Press the Conference (Conf) softkey and do one of the following:
   - Enter the phone number for the party you want to add and press the Call softkey.
   - Enter a speed dial code and press the Speed Dial softkey.
   - Select a call from the Call History.
3. Wait for party to answer (or skip to step 4 while call is ringing)
4. Press the Conference (Conf) softkey.
5. OPTIONAL: To add additional participants, repeat these steps.

USE A WIRED MICROPHONE
To use a wired microphone, complete the following:

6. Plug the wired microphone(s) into the bottom of the base microphone.
7. Place any calls as normal.
8. OPTIONAL: Press the Mute button on the speakerphone to mute/unmute.

NEED HELP?
PHONE (412) 268-4357 (HELP)
EMAIL tc-help@cmu.edu

CISCO 8831 IP PHONE QUICK START GUIDE

VOICEMAIL OPTIONS
http://voicemail.cmu.edu

USER OPTIONS
http://phone.cmu.edu/

Carnegie Mellon University
Computing Services
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CALL HISTORY
Call History allows you to view information about the last 150 calls on your phone. An icon displays indicating the type of call:

- Received (📞)
- Placed (📞)
- Missed (📞)

When a call is taking place:
- The caller ID appears with the call icon.
- If the caller ID is unavailable, the phone number is displayed.
- If the phone number is unavailable, then “Unknown” is displayed.

All Call History items are integrated into one list and are ordered by time (latest to oldest).

**NOTE:** Your phone history is limited to the last 150 calls.

View Call History
1. Press the **Applications (Apps)** soft key.
2. Scroll to **Call History** and press the **Select** button.
3. The screen displays the call history with an icon associated for each type of call. Use the **Navigation pad** and **Select** button to scroll and select a call as desired.
4. Press the **Exit** soft key to return to the main screen.

Dial From Call History
1. Press the **Applications (Apps)** soft key.
2. Scroll to **Call History** and press the **Select** button. The screen displays the call history.
3. Use the **Navigation pad** to scroll until the person or number you want to dial is highlighted.
4. Do ONE of the following:
   - Press the **Call** soft key.
   - Press the **Select** or **speakerphone** button.

Clear Call History
1. Press the **Applications (Apps)** soft key.
2. Scroll to **Call History** and press the **Select** button. The screen displays the call history.
3. Use the **Navigation pad** to scroll until the person or number you want to dial is highlighted.
4. Press the **More** softkey until either the **Clear** soft key or **Del Call** softkey displays.
5. Press the Clear softkey to clear all calls OR press the Del Call softkey to delete a single entry. Confirm the option you choose.
6. Press the **Exit** softkey to return to the Applications menu.

RING TONES
You can choose the ringtone, per line, that your phone plays to indicate an incoming call.

Change Ringtone for a Line
1. Press the **Applications (Apps)** softkey.
2. Use the **Navigation pad** to scroll until **Preferences** is highlighted and press the **Select** button.
3. Select **Ringtone**.
4. Scroll to the desired ringtone ringtone.
5. Press the **Play** softkey to play the ringtone.
6. Press the **Set** softkey then the **Apply** softkey to apply the ringtone.
7. Press the **Return** softkey to return to the Preferences screen.

CONTRAST
You can change the contrast of the phone’s screen via the preferences menu.

Increase or Decrease Contrast
1. Press the **Applications (Apps)** softkey.
2. Use the **Navigation pad** to scroll until **Preferences** is highlighted and press the **Select** button.
3. Select **Contrast**.
4. Use the **Navigation pad** to increase or decrease the contrast based on your desired preferences.
5. Press the **Save** softkey.

VOICE MESSAGES
Voice messages are stored on your voicemail system. You can:
- Personalize your voicemail
- Check for voice messages
- Listen to voice messages

Check for Voice Messages
Check for voice messages in any of these ways:
- Look for a solid red light on your handset. You can set up the visual message waiting indicator using the User Options Web pages: [http://phone.cmu.edu/](http://phone.cmu.edu/)
- Look for a **Message** icon (✉️) on a line label. When you select a line with a Message icon, a **VoiceMail** icon displays on the right side of the phone screen.
- If you have set a stutter tone notification for new voicemail messages from your User Options Web pages, listen for the stutter tone from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

Listen to Voice Messages
1. Press the **More** softkey until the **Messages (Msgs)** softkey appears.
2. Press the **Messages (Msgs)** softkey.
3. Follow the prompts to listen to your voice messages. – OR –
1. Log in to the Voicemail Options Web pages using your Andrew UserID and password: [http://voicemail.cmu.edu/](http://voicemail.cmu.edu/)
2. Select a message and press the **Play** button to play the message from your computer.

**NOTE:** After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

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**EMAIL:** tc-help@cmu.edu