



- ① Incoming call or Voicemail Indicator
- ② Line and Busy Lamps Field (BLF)
- ③ Soft Key and Features Buttons
- ④ Navigation Panel
- ⑤ Hold, Transfer and Conference
- ⑥ Headset, Speaker and Mute
- ⑦ Voicemail, Setting and Directory
- ⑧ Volume

### Dial an Outside-Office Call

1. Enter [ 9 ] then press Phone Nos.

### Dial an Extension Call

1. Enter Extension Nos.

### Dial IDD

1. Enter [ 9 ][ 0 ][ 0 ][ 1 ]
2. Or Enter [ 9 ][ 0 ][ 0 ][ 6 ][ 0 ]
3. Enter Country Code + IDD No.

### Redial Last Placed Nos.

1. Press **Redial**, then **Call**

### Hold Call

#### Method 1

1. Press **Hold** or 
2. Press **Resume** to reconnect the held call

#### Method 2

1. Enter [ \* ][ 1 ][ 7 ] then press **Call**
2. Press [ # ][ 1 ][ 7 ] to resume call

### Hold Current Call and Pick up Incoming Call

1. Press **Hold** or 
2. Pick up the incoming line key
3. Press **End Call** then **Resume** when finish

### Forward All Calls

#### Initiate Call Forwarding

##### Method 1

1. Press **Forward**
2. Enter Extension Nos. or

##### Method 2

1. Call [ \* ][ 0 ][ 5 ]
2. Enter Extension Nos or Phone number

#### Cancel Call Forwarding

1. Press **Clr Fwd** (Clear Forward)
2. Or Enter [ # ][ 0 ][ 5 ]

### Forward Busy Calls

#### Initiate Call Forwarding

1. Call [ \* ][ 2 ][ 5 ]
2. Enter Extension Nos. or Phone number

#### Cancel Call Forwarding

1. Enter [ # ][ 2 ][ 5 ]

### Forward No-Answer Calls

#### Initiate Call Forwarding

1. Call [ \* ][ 3 ][ 5 ]
2. Enter Extension Nos. or Phone number

#### Cancel Call Forwarding

1. Enter [ # ][ 3 ][ 5 ]

### Transfer Call (Consultative)

1. Press **Transfer** 
2. Enter Extension Nos. Then press **Call**
3. Wait for answer or press **Cancel** if no answer
4. Press **Transfer**  again.

### Transfer Call (Blind)

1. Press **Transfer** 
2. Enter Extension Nos.
3. Press **Transfer**  again.

### Hold a Conference Call

1. Press **Conference** 
2. Enter External Nos. or press [ 9 ] Phone Nos.

### Pick Up a Group Call

1. Press [ \* ][ 9 ][ 8 ]

### Listen to Voicemail Messages

1. Press **Voice Message** 
2. Enter [ \* ][ 9 ][ 0 ]

### Search Directory

Press **Directory** 

- ➔ Sign into Personal Directory
- ➔ Select **Personal Address Book**

#### Add Entry

1. Press **Submit** then press **New**
2. Press **Submit** again after finish

#### Modify Entry

1. Search for entry
2. Press **Select** and **Edit**
3. Press **Update** after finish

#### Delete Entry

1. Press **Select** and **Edit** then **Delete**
2. Press **OK** to confirm deletion

### Check Call List

Press **Application** 

- ➔ Select **Recent** or
- ➔ Press **Up** on Navigation Panel when on call

#### Redial

1. Select the number and press **Call**

#### Delete Call Record

1. Highlight the record or call group
2. Press **Delete**
3. Press **Delete** again to confirm deletion

### Adjust Volume

#### Ringtone

1. Press  to increase or decrease

#### Voice

1. Lift the handset
2. Press  to increase or decrease

### Adjust Ring Pattern

1. Press **Application** 
2. Select **Settings** and choose **Ringtone**
3. Select **Play** to hear sample
4. Press **Set** to use the ringtone

### View More Settings

Press **Application** 

### Service Hotline Number: 228306820

#### Notes

1. *The phone set of Enterprise Centrex Management Premium Plan is Cisco 8851. The phone set of Enterprise Centrex Receptionist Plan is Cisco 8851 with Expansion Module(s).*
2. *Customer is recommended to clean up voice mail box and email regularly.*

### Enterprise Centrex Help Link

[http://www.pccwone.com/eng/ec\\_help.html](http://www.pccwone.com/eng/ec_help.html)

