



- ① Mute bar
- ② LED bar
- ③ Soft Key and Features Buttons
- ④ Navigation bar and Select button
- ⑤ 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**

Transfer Call (Blind)

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

Hold a Conference Call

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

Pick Up a Group Call

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

Listen to Voicemail Messages

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

View More Settings

Select **Settings**

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

