① Incoming call or Voicemail Indicator
② Line and Busy Lamps Field (BLF)
③ Soft Key and Features Buttons
④ Navigation Panel
⑤ End Call
⑥ Hold, Transfer and Conference
⑦ Headset, Speaker and Mute
⑧ Backspace
⑨ Volume
⑩ Voicemail, Setting and Directory

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