Automatic Callback

If the called internal number is busy, you can press the button «Callback». Your telephone will give an accoustic signal and a message on the display that the called person is available. Press «Dial» to make the call.

15

15

Voicemail

Set up your Voice Mailbox:
1. Enter Setup by pressing the button «Voicemail».
2. Enter the default pin: 25845639.
3. Follow the menu prompt.

12

Listen to Voicemail:
1. Press the button «Voicemail».
2. Enter your PIN.
3. Listen to the message via:
   - Handset
   - Headset or
   - Button «Speaker»

12

1

10

8

Hint: You can find a more detailed guide at https://phone.unibas.ch

VoIP Info/Portal:
https://phone.unibas.ch

Speed dial settings can be configured using this portal.

Please note: These websites are only available within the university network and via VPN connection.

Contact:
IT-Services ServiceDesk
support-its@unibas.ch
+41 61 207 14 11
https://its.unibas.ch/

## General emergency number: 112

University of Basel

Cisco IP-Phone 8841 and 8851 Short Manual

Picture: Model 8841 (8851 similar)

1	Handset with LED	11	Volume adjustment
2	LCD-Screen	12	Button «Voicemail»
3	Feature and Session Buttons	13	Button «Back»
4	Button «Hang up»	14	Keypad
5	Tilt of the Phone	15	Softkeys
6	Button «Directory»	16	Button «Hold/Resume»
7	Button «Applications»	17	Button «Forwarding»
8	Button «Speaker»	18	Button «Conference»
9	Button «Mute»	19	Interactive Buttons
10	Button «Headset»		

20	Button «Navigation» with four directional buttons on the outer ring (i) and a confirmation button (ii) in the middle.
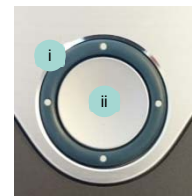
Make a Call
1. To make a call you need to choose one of the following options:
   - Pick up the phone `1`
   - Feature and session buttons `3`
   - Button «Speaker» `8`
   - Button «Headset» `10`

2. Dial number:
   - For internal number: 7 XX XX `14`
   - For external number: `14`
     dial additional 0.
   - Choose programmed speed dial `3`
     number.
   - Press «Navigation» button down. `20`
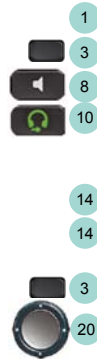
Answer a Call
1. To answer a call choose one of the following options:
   - Pick up the phone `1`
   - Button «Accept» `15`
   - Button «Speaker» `8`
   - Button «Headset» `10`

End a call
1. End a call by:
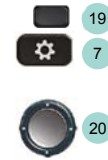   - Hang up `1`
   - Button «Hang up» `15`

Decline a call
1. When called, press button «decline». `15`

Call log (accepted, placed and missed calls)
1. Interactive buttons or `19`
   button «Applications» → «Call log». `7`

2. Select call in menu with the «Navigation» button. `20`

Hint: You can see the time of the call in the call log. The shown number can be called by pressing the softkey button, by lifting the handset or `1` pressing the buttons «Headset» or «Speaker». `15`

Redial a Number
Press «Redial». `15`

Put a Call on Hold
1. Press «Hold». `16`
2. Press «Resume», or «Hold» again. `15`

Transfer a Call to another Person
1. From a call that is not on hold press «Transfer». `17`
2. Enter recipient's phone number. `14`
3. (optional) Wait until you hear ringing or until the other person answers the call. `15`
4. Press «Transfer» again.
5. Cancel the transfer: `15`
   Select «Cancel» and press the flashing button. `19`

Call Forwarding
1. Press button «Forward». `15`
2. Enter target number or call list. `14`

Call Forwarding to Voicemail
1. Press button «Forward». `15`
2. Press button «Voicemail». `12`

Disable Call Forwarding
Button «Call forwarding off». `15`

Conference Calls
1. From an active call, press «Conference». `18`
2. Add the other person to the call by `18`
   doing one of the following:
   - Press Active calls, select a held call `15`
   - Enter the phone number, press call
3. Press «Conference».

Hint: Internal and external numbers can be added.

Mute your Call
1. Press «Mute». `9`
2. Press «Mute» again to turn Mute off.

Adjust Handset, Headset and Speaker Volume
During a call, adjust the volume with «+» or `11`
«-» on the «Volume» button.

Change the Ringtone
1. Press «Applications». `7`
2. Select «Settings» > «Ringtone».
3. Select a line. `20`
4. Scroll through the list of ringtones and press «Play» to hear a sample.
5. Press «Set and Apply» to save the `15`
   selection.

Set Ringtone Volume
Press «+» or «-» on the «Volume» button to `11`
adjust the ringtone volume.