Quick Start Guide Cisco Phone (Office Phone), Forward calls, Voicemail

Last Modified on 03/20/2020 11:17 am EDT

Please use the link below to access a PDF of the Quick Start Guide for your Cisco Office Phone.

Cisco IP Phone 8841, 8851, and 8861 Quick Start Guide (1).pdf 📎

To forward all calls from desk phone to an external phone

1. To forward calls received on your primary line
   to another number, press Forward all on the desk unit.
2. Enter a phone number or press Messages
   to forward all calls to voicemail. Look
   for confirmation on your phone screen.
3. To cancel call forwarding, press Forward off.
4. If you have a secondary line on the phone, to set up forwarding on a secondary line,
   press the
   line button to select the second line and press
   Forward all.
5. Please review the guidelines for University greetings on calls fowarded to external
   phones.

Accessing Voicemail from an external phone

1. Call your office phone number, just as one of our students would to call your office.
   Wait until you reach your voicemail greeting. Press the star [*] key to interrupt it.
2. Enter your voicemail PIN when prompted to do so. Then press #.
3. Press 1 to listen to your messages. The system will list additional options.
4. Hang up when finished.

Setup mobile phone for one touch connection to voicemail

1. Select new contact or add a phone number to an existing contact
2. Enter your office phone number
3. Next enter a comma (,) for pause
4. Then enter a star (*)
5. Next enter your office four digit extension, followed with pound (#)

6. Then enter a comma (,) for pause
7. Finally, enter your voicemail PIN, followed with pound (#)

Example: to set this up for office phone 337-475-9999 with a PIN 12345, it would look like this:

337-475-9999,*,9999#,12345#

HINT: There should be no spaces between numbers and symbols