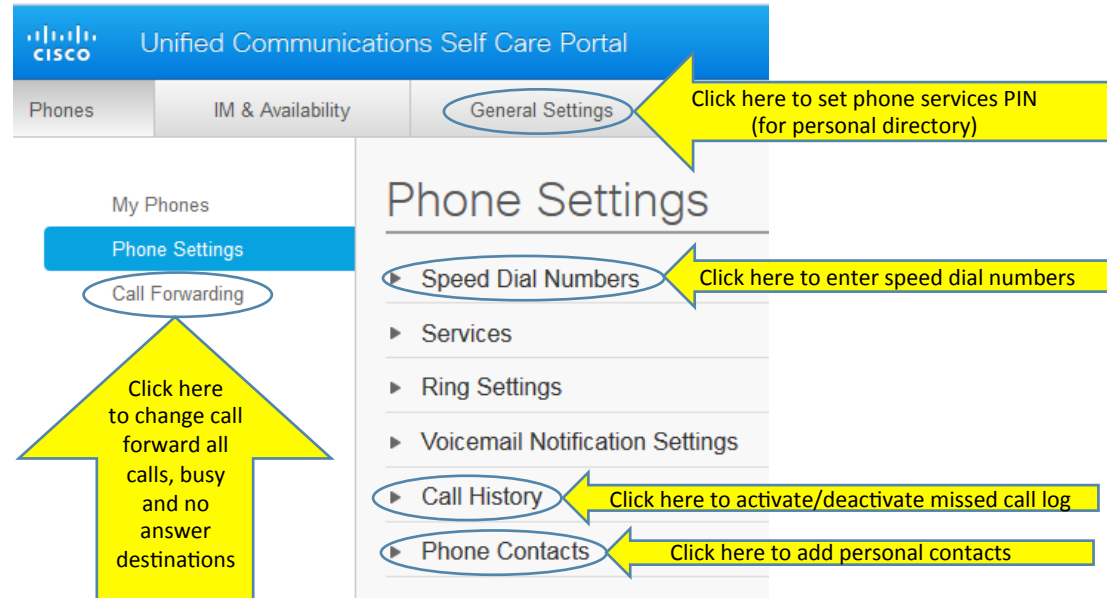


Self Care Portal

To customize your phone options for speed dial, call forwarding and mobility:

- From a web browser enter: <https://mybuphone.bu.edu/ucmuser/>
- Enter your BU ID
- Enter your Kerberos password
- Click Sign In



NOTES:

**BOSTON
UNIVERSITY**

**For Assistance:
Call Communication
Services Help Desk
3-2097**

Cisco 8851 and 8861 Quick Reference Card

1. Handset light strip – Indicates an incoming call (flashing red) or voice mail message (steady red)
2. Phone Screen – Displays status, feature and call information
3. Line (left side) and Call Session (right side) Buttons –

Steady Green – active call
Flashing Green – held call
Flashing Amber – incoming call
Steady Red – shared line in use

4. Soft Key buttons – engages the associated feature in the display
5. Navigation Pad and Select Buttons – Used to scroll through menus and highlight active calls and features. While on-hook, pressing the down option displays your Recent call list
6. End Call Button – Disconnects from an active call
7. Hold Button – Places a call on hold and retrieves a held call
8. Conference Button – Initiates a conference call
9. Transfer Button – Initiates a call transfer
10. Speaker Button – Activates (steady green) and deactivates the speakerphone
11. Mute Button – Deactivates (steady red) and reactivates the microphone
12. Headset Button – Activates (steady green) and deactivates the user provided headset
13. Dial Pad – Allows you to enter numbers, letters and select numeric menu items
14. Up/Down Volume Rocker – Adjusts ringer volume while on hook; adjusts handset, speaker and headset volumes while off-hook
15. Contacts Button – Personal and Corporate (University) Directory look-up access
16. Application Menu Button – Provides access to Recent Calls, Settings, and other phone applications
17. Messages Button – press to access voice mail
18. Back Button – Returns to previous screen or window
19. Handset



Placing Calls

To place a call:

- Lift the handset or
Press Speaker button or
Press the Headset button or
Press the New call softkey or
Press a session button

- Dial the number

To place a second call on the same line:

- Press the next idle session button
- Dial the number

To call within the BU Charles River Campus:

- Dial the 5 digit extension number

To call the BU Medical Campus:

- Dial 126 + the 5 digit extension

To call an external number:

- Dial 9+1+ telephone number
- If required, enter authorization code + #

To call Emergency Services:

- Dial 911 or 9+911

To redial last number called:

- Press the Redial softkey

To place a speed dial call:

- While on-hook, enter the speed dial code
- Press the Speed dial softkey

Answering Calls

To answer an incoming call:

- Lift the handset or
Press Speaker button or
Press the Headset button or
Press the New call softkey or
Press flashing session button

To answer a second incoming call:

- Press the flashing session button

To answer a call on a shared line:

- Press the ringing line button
- Press the flashing session button

Ending Calls

To end a call:

- Replace the handset
or Press Speaker button
or Press the Headset button
or Press the End call softkey
or Press the Release button

Call Hold

To place a call on hold:

- Press the Hold button

To retrieve a held call:

- Press the Hold button or
Press the Resume softkey or
Press the flashing session button

To toggle between held calls on the same line:

- Press the flashing session button

To toggle between held calls on different lines:

- Press the line button
- Press the flashing session button

Call Transfer

To transfer a call:

- Press the Transfer button
- Dial the extension number
- Option: announce the caller
- Press the Transfer button or the Transfer softkey

If no answer or the line is busy:

- Press the Cancel softkey
- Press the Resume softkey or
Press the flashing session button

To toggle between calls:

- Press the Swap softkey

To transfer two calls on the same line to one another:

- While connected to an active call, press the Transfer button
- Press the session button with the call you are transferring to

To transfer a call to a subscriber's voice mailbox:

- Press the Transfer button
- Dial # + the 5 digit extension (voice mailbox number)
- Press the Transfer button or the Transfer softkey

Conference Calling

To place up to a 16 way conference call:

- While connected to an active call, press the Conference button
- Dial the next participant
- Option: announce the conference
- Press the Conference button or the Conference soft key
- Repeat the above steps to add additional attendees

To add an incoming caller to an existing conference:

- While connected to the incoming call, press the Conference button
- Press the flashing line button
- Press the Yes softkey to complete the conference

To view conference participants:

- Press the Details soft key

To remove a participant:

- Navigate to the participant to be removed
- Press the Remove softkey

Call Forward All Calls

To immediately forward your incoming calls to another number:

- While on-hook, press the Fwd All softkey
- Dial the extension number or Press the Messages button

To deactivate call forwarding:

- Press the Fwd off softkey

Multiple Line Call Coverage

Your phone may be configured with multiple line numbers and Busy Lamp/Speed dial buttons for call coverage

Line buttons (left side): Use to view calls on a line. These are programmed by the System Administrator and may be line buttons or Busy Lamp/Speed dial buttons

Line buttons allow you to answer, hold or transfer calls on that line.

Busy Lamp/Speed dial keys allow you to view line status and speed dial the extension

Session buttons (right side): Use to perform tasks such as answering a call, resuming a held call, or (when not being used for an active call) initiating phone functions such as displaying missed calls. Each active call on your phone is associated with a session button.

Buttons illuminate to indicate status:

- **Green, steady:** Active call
- **Green, flashing:** Held call
- **Amber, steady:** Privacy in use, DND active, or logged into Hunt Group
- **Amber, flashing:** Incoming call or reverting call
- **Red, steady:** Remote line in use (shared line or Line Status)
- **Red, flashing:** Remote line on hold

When you place a call on hold while using a shared line, the line button pulses green and the phone displays the Hold icon. When another phone places a call on hold, the line button pulses red and the phone displays the Remote Hold icon