Note: for Jabber softphone download instructions, visit phone.harvard.edu/user-guides-mobile-phones-and-tablets.

Navigating Your Phone

Line Buttons

Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Session Buttons

Session buttons are used to perform tasks such as answering a call, resuming a held call, or initiating phone functions, such as displaying missed calls. Each call on your phone is associated to a session button. Session buttons are located on the right side of the phone screen.

Softkeys

Softkeys are feature buttons that dynamically change to reflect your current options. Four softkey buttons are located below the phone screen. Press the More softkey when available to reveal additional softkeys.

Scrolling

To scroll through a menu or list, press up, down, left or right on the four-way *Navigation* cluster.

A scroll bar on the screen indicates your relative position within a list.

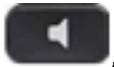
Dialing

To place a call, pick up the handset and enter a number, or try one of these alternatives.

Redial Last Number

Press *Redial* to redial your primary line. To redial on another line, press the desired line button first.

Dial On-Hook

1. Enter a number when the phone is idle.
2. Lift the handset or press *Call*, *Headset* , *Speakerphone*  , or *Select*.

Speed Dial

Enter a speed-dial item number and press *SpeedDial*. You may also have speed dials assigned to some buttons along the left side of your phone.

Answering

New calls display in these ways:

- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or, press the flashing amber session button, *Answer*, the unlit *Headset* button, or the *Speakerphone* button.

Transfer

1. From an active call, press *Transfer* .
2. Enter the transfer recipient's extension or telephone number.
3. Press Transfer again either before or after the party answers to complete the transfer.

Conference

1. From an active call, press *Conference*
2. Make a new call.
3. Press *Conference* again either before or after the party answers. The conference begins and the phone displays "Conference."
4. Repeat these steps to add additional participants.

The conference call ends when all participants hang up.

Join Calls

You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press *Conference*.
- Press *Active calls* to select the held call, and press *Conference* again to create the conference.

View and Remove Participants

During a conference call, press *Show Details*. To remove a participant from the conference, scroll to the participant and press *Remove*.

Hold

1. Press *Hold* . The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green *Line* button, *Resume*, or *Hold*.

Mute

1. While on a call, press *Mute* . The button glows to indicate that mute is on.
2. Press *Mute* again to turn mute off.

Call History

To view your missed, placed and received calls, do the following:

1. Press Applications .
2. Scroll and select *Call History*.
3. Select a line to view. Your phone displays the last 150 missed, placed and received calls.
4. To view details for a call, scroll to the call, press *More*, and then press *Details*.

View Missed Calls Only

1. Open your call history.
2. Press *Missed*. Alternatively, press the session button mapped to the Call History icon.

Dial from Call History

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press *Select*.
3. To edit a number before dialing, press *More* > *EditDial*.

Directories

1. Press *Contacts* .
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. Press *Submit*.
5. To dial, scroll to a listing and press *Dial*.

Voicemail

When you receive a new voicemail message, you will notice these three message indicators:

- A solid red light on your handset
- A stutter dial tone (for visually impaired users)
- "New Voicemail" message on your phone display

Listen to Messages

Press the *Messages* button and follow the voice prompts. To check messages for a specific line, press the line button first.

Divert to Voicemail

Press the *Divert* softkey when the call is ringing, active, or on hold. Divert sends an individual ringing call directly to your voicemail.

Forward Calls

1. To forward calls on your primary line to another number, press the *Fwd All* softkey.
2. Enter a phone number or press the *Messages* button to forward all calls to your voicemail.
3. Look for confirmation of the forward on your phone display.
4. To cancel call forwarding, press *Fwd Off*.

Quick Reference Guide

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Harvard Phone

CISCO **8851** IP Phone