Introduction to:
Cisco 6851

BeamRing | **webex** by CISCO

Navigation

Line buttons

Soft Keys

Message / Voicemail

Hold

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Conference

Directory

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Speakerphone

Mute

Headset

Volume Control

How do I place a call on hold?

1. While on the call, press the HOLD button
2. To resume the call, press the HOLD button again

How do I mute a call?

3. While on the call, press the MUTE button.
4. To unmute the call, press the MUTE button again.

How do I use Do Not Disturb (DND)?

1. Select OK, then CALL FEATURES, then select DO NOT DISTURB, and press OK. A symbol will appear on the screen to indicate DND is enabled. The phone will not ring and all calls will be directed to voicemail.
2. To remove go through the process to reverse the DND.

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How do I transfer a call?

1. While on the call, press the TRANSFER button

2. For an 'announced' transfer (where you wish to speak to the call destination before transferring the call) When you hear a dial tone, dial the number you want to transfer the call to. Allow the call to ring at the destination, speak to the recipient and then when ready, press TRANSFER.

3. For an 'unannounced' transfer (where you want to immediately transfer the call without speaking to the transfer destination first) dial the number you want to transfer the call to, then press the TRANSFER button again.

Using Voicemail:

Voicemail settings can be configured in the User hub by visiting https://user.webex.com/

Accessing voicemail on your handset:

1. Press the MESSAGE button on the phone.

2. When prompted, enter your voicemail PIN number – followed by #.

3. Choose from the following options in the Voicemail Portal

Voicemail Portal Menu	
Press 1 - Voicemail box	Press 1- Listen to messages
	Press 2 - Change busy greeting
	Press 3 - Change no answer greeting
	Press 4 – Change extended away greeting
	Press 5 – Compose new message and send
	Press * - Return to the voice portal
	Press # - Repeat menu
Press 3 - Greetings menu	Press 1 – Record name
Press 8 - Change passcode	
Press 9 - Exit voice portal	
Press # - Repeat menu	

For more support:
Visit: www.beaming.co.uk/webexsupport
Call: 0800 027 2656, option 1

Beaming