## Advanced Functions

Softkey	Description	
While not on a Ca	II	
Redial	Calls the last number dialed.	
Contacts	Accesses your personal or IP Centrex directory.	
Forward	Opens a call forwarding menu, only applies to the direct number on phone.	
DND (Do Not Disturb)	Prevents incoming calls from ringing your phone. Calls are automatically forwarded to voice mail.	
Call rtn	Calls the last incoming number.	
PTT (Push To Talk)	Initiates immediate communication with individuals. PTT can be configured for one- or two-way voice.	
PickUp	Transfers an incoming call within your group to your phone.	
Unpark	Picks up a parked call.	
While on a Call		
End Call		
End Call	Ends the call (hang up).	
Conf (Conference Call)	Ends the call (hang up). Conference with another party. Press <b>Conf</b> while on a call, dial another number and press <b>Conf</b> again.	
Conf (Conference	Conference with another party. Press <b>Conf</b> while on a call, dial another	
Conf (Conference Call) BlindXfer	Conference with another party. Press Conf while on a call, dial another number and press Conf again. Transfers a call to another number without announcing the caller. 1. While on an active call, press the BlindXfer softkey. 2. Dial the receiver's number or	
Conf (Conference Call) BlindXfer (Blind Transfer)	<ul> <li>Conference with another party. Press</li> <li>Conf while on a call, dial another number and press Conf again.</li> <li>Transfers a call to another number without announcing the caller.</li> <li>1. While on an active call, press the BlindXfer softkey.</li> <li>2. Dial the receiver's number or extension and hang up.</li> <li>Transfers a call to another number but announces the caller information before completing the transfer.</li> <li>1. While on an active call, press the Transfer softkey.</li> <li>2. Dial the receiver's number (or extension).</li> <li>3. Introduce the call and press the</li> </ul>	
Conf (Conference Call) BlindXfer (Blind Transfer) Transfer	<ul> <li>Conference with another party. Press</li> <li>Conf while on a call, dial another number and press Conf again.</li> <li>Transfers a call to another number without announcing the caller.</li> <li>1. While on an active call, press the BlindXfer softkey.</li> <li>2. Dial the receiver's number or extension and hang up.</li> <li>Transfers a call to another number but announces the caller information before completing the transfer.</li> <li>1. While on an active call, press the Transfer softkey.</li> <li>2. Dial the receiver's number (or extension).</li> <li>3. Introduce the call and press the Transfer softkey again.</li> </ul>	

Code⁺	Description
*72	Call Forward Always Activate
*73	Call Forward Always Deactivate
*69	Call Return
*68	Call Park (press Hold / *68 / ext / #)
*88	Call Park Retrieve (press *88 / ext / #)
*98	Call Pickup (press *98 to pick up ringing ext)
*97	Answer Specific Extension (press *97 / ext / #)
*50	Push to Talk (press *50 / ext / #)
*Some functions may be restricted by your Cox Business VoiceManager administrator.	

## **Initial Voice Mail Setup**

- 1. From your business phone, press the envelope button or dial \*298.
- 2. When asked for the PIN, enter **269266** (COXCOM) followed by #.
- 3. Follow the prompts to record your voice message and change the PIN.

Access Voice Mail (from your business line)

- 1. From your business phone, press the envelope button or dial \*86.
- 2. Enter your PIN followed by #.

Access Voice Mail (outside the office)
1. Dial your direct number.
2. Listen for your greeting to begin playing.
3. Press \*5.
4. Enter your PIN followed by #.

> **COX** BUSINESS®

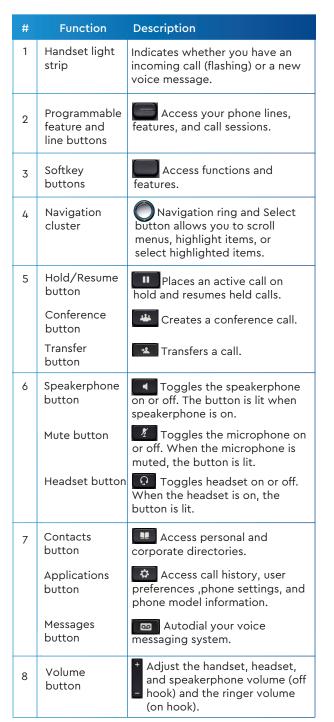


Cox Business Quick Reference Guide for Cisco 6851 Multiplatform Phone



## **Calling Basics**

Function	Description	
Place/Answer Call	<ol> <li>Enter number and pick up handset.</li> <li>Press flashing red button.</li> </ol>	
Place/Retrieve Call on Hold	<ol> <li>Press the Hold button .</li> <li>To resume call on hold, press the Hold button again.</li> </ol>	
Transfer Call	<ol> <li>From a call not on hold, press the Transfer button</li> </ol>	
	<ol> <li>Enter the person's phone number.</li> </ol>	
	3. Press the Transfer button again.	
Mute Audio	<ol> <li>Press the Mute button .</li> <li>Press the Mute button again to turn off mute.</li> </ol>	
Check Voicemail	<ol> <li>Press the Messages button and follow the voice prompts.</li> <li>To check messages for a specific line, press the line button first.</li> </ol>	
Forward All Calls	1. Press the <b>Forward</b> softkey.	
	2. Dial the number to forward calls and press the <b>Call</b> softkey.	
	<ol> <li>When you return, press the Clr fwd softkey.</li> </ol>	
Adjust Volume in a Call	<ol> <li>Press the Volume button         <ul> <li>Press the Volume button</li> <li>Ieft or right to adjust the handset, headset, or speakerphone volume when the phone is in use.</li> </ul> </li> </ol>	
Adjust Ringtone Volume	<ol> <li>Press the Volume button         <ul> <li>+ left or right to adjust the ringer volume when the phone is not in use.</li> </ul> </li> </ol>	



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