Cisco 8800 Telephone Training

Table of Contents

PhoneScreen

Phone Number

Date & Time

Active Icons

Active Call

515 333 0000   Jan 27   09:30 AM

	Jim Nadal		Edward Molina 408 555 1234	42:03
	Martin Bell	2	Stacy Mathews 415 666 2345	0:45
		3	Tom Woodrow 972 656 2004	10:28
		4	David Shu 214 787 3435	2:07

End call   Do not disturb   Show detail   •••

Active Keys

Soft Keys

More Key

Keys

Voicemail Waiting Message Light

Line Keys

Feature Keys

Active Keys

Soft Keys

Navigation

Return

End Call

Voicemail

Hold

Applications

Conference

Contact/Directory

Transfer

Speaker

Headset

Mute

Volume

Active Keys

Active Keys change based on the feature you choose and correlate with softkey below it.

- **Phone idle:** Redial New call Forward all oo → More key 2 lines
  Meet me Do not disturb Mobility

- **Phone Ringing:** Answer Decline Ignore

- **Active call:** Hold End call Transfer ooo → More key 3 lines
  Park Conference Show detail
  Mobility

Keys Defined

Name	Symbol	Definition
Active Keys		Keys light up when on a call.
Applications	⚙	Access recent calls, user preferences, phone settings and phone model information.
Conference		Create a conference call.
Contacts/Directory		Access personal and corporate directories.
End Call		End a connected call or session.
Headset	⌒	On and off key for headset.
Hold	‖	Place an active call on hold and resume the held call.
Line/Feature Keys		Line Keys: Incoming calls-answer keys. Feature Keys: Speed dial, Call Pickup.
Mute		On and off key for the microphone, key is lit when muted.
Navigation Ring		Navigation menu and select options.
Return	↩	Return to the previous screen or menu.
Softkeys		Access to functions and services.
Speaker	◀	On and off key for speaker, key is lit when on.
Transfer		Transfer a call.
Voicemail Messages		Message key for voicemail.
Voicemail Waiting Message Light		Red light indicates a message is waiting.
Volume		Adjust volume on a call or the ringer.

Dialing

Internal Dialing

10-digits

Local Dialing

10-digits

Long Distance Dialing

10-digits

Emergency Services

911

Note: Please do **NOT** call 911 from the Webex Softphone client when away from your normal work location. Webex will present your normal work location to the 911 operator and may significantly delay their response.
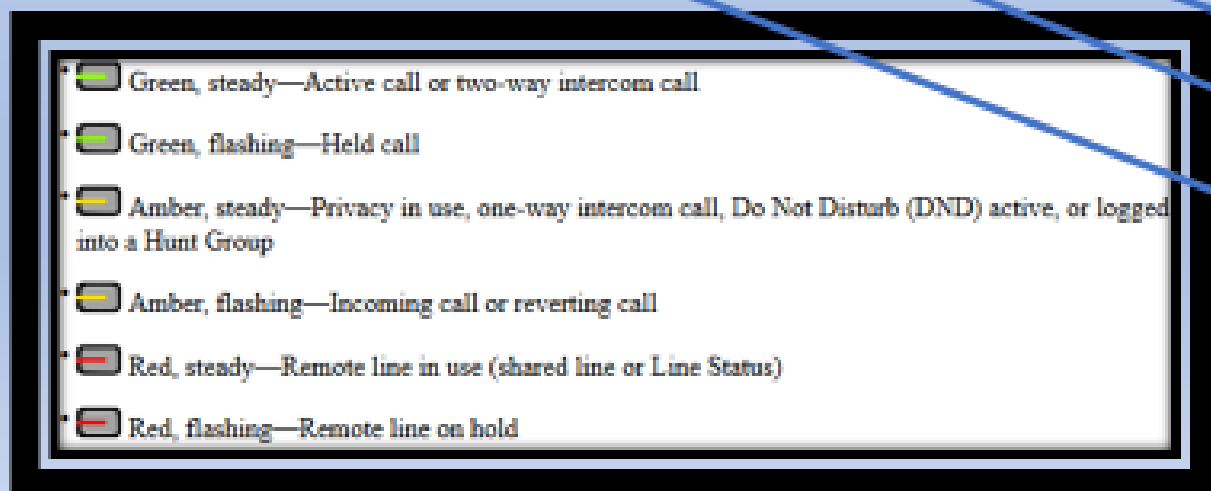
Answer Call Waiting

1. On an active call, 2nd call rings...you hear a tone, amber light flashes.

2. Press flashing light, 1st call is on hold...2nd call is active.

Options

- Decline softkey call goes to voicemail.
- Do Not Disturb silences phone.
- Ignore softkey call goes to voicemail.
- Don't answer, goes to voicemail.

Green, steady—Active call or two-way intercom call

Green, flashing—Held call

Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a 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

Transfer Calls

1. On an active call, press Transfer key.

2. Dial the number, wait for the ring or the person answers.

3. Press Transfer key or Transfer softkey again.

4. Press Cancel softkey to stop transfer, then End call softkey.

5. Press Resume softkey to go back to original caller.

6. Transfer to voicemail, dial * then the 10-digit number, press Transfer key.

Transfer

Conference Call

Conference softkey

Feature Key

1. Active call, press Conference key.
2. Call the next person.
3. Press Conference key or Conference softkey.
4. Hear a tone, screen shows To Conference.
5. Show details softkey for people on call.
6. Remove softkey to disconnect person.
7. Join 2 existing calls during an active call...
   press Conference key, then the Feature key...
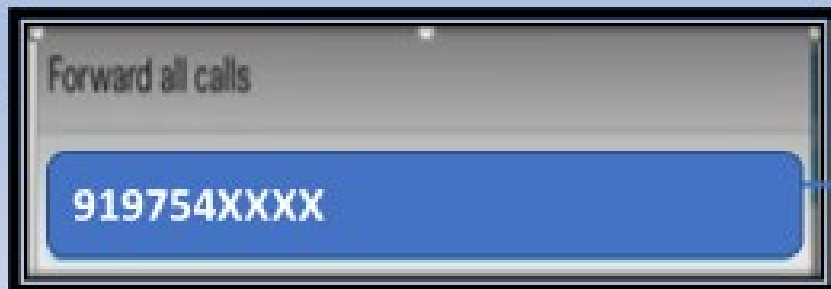   where the caller is on hold, Conference key again.
8. Add up to 4 additional people.

Conference Key

Call Forwarding

1. Press Forward all softkey, changes to Forward off.

2. Dial the forward to number. Display will show ⌣ icon and show the number calls are forwarded.

3. Forward calls to voicemail… press Forward all softkey… then voicemail key.
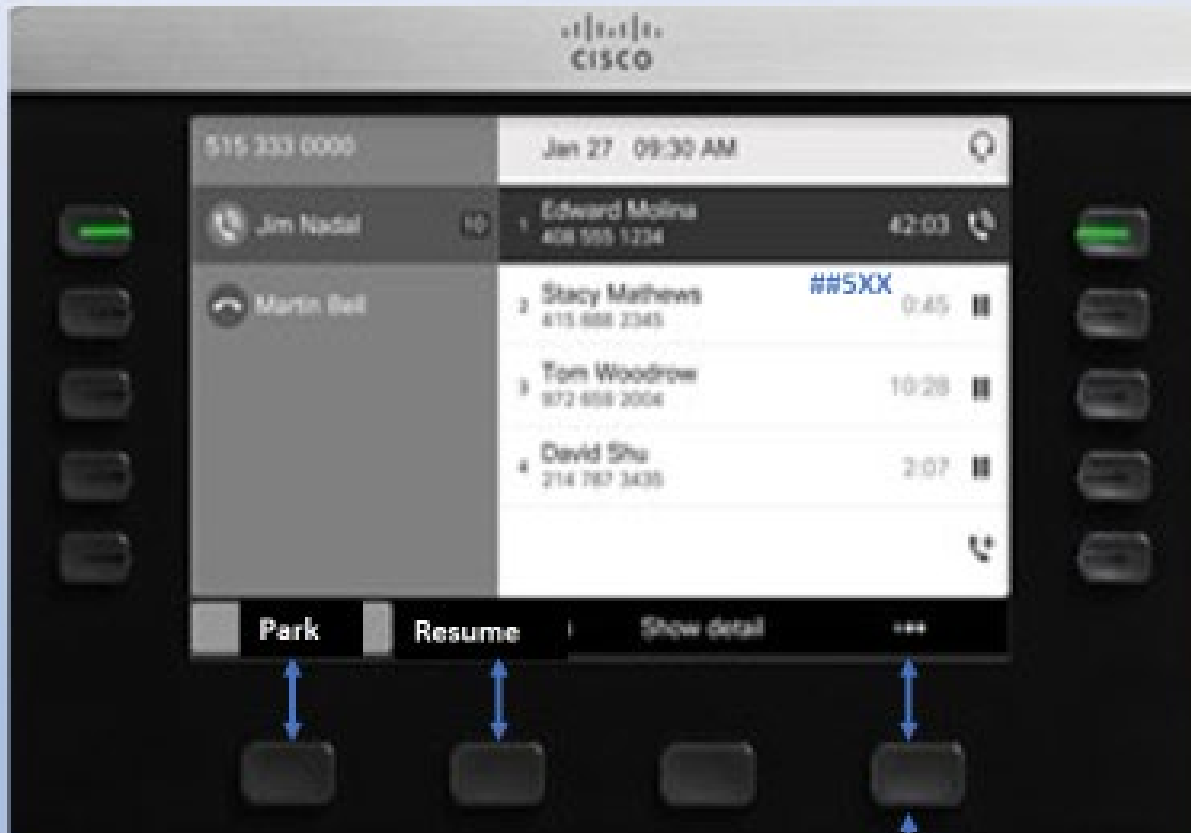
Forward all calls

919754XXXX

Input Number

Call Pickup

Answering a call in your Call Pickup Group

1. Press the Call Pickup softkey to transfer call to your phone.
2. When call rings on your phone, press the Answer softkey.

Call Park/Retrieve

1. Active call, press the More softkey, then Park and hang up…##5XX number will show. Call is on hold.

2. A softkey will show Resume which allows you to continue the call on original phone.

3. Retrieve from another phone, press ##5XX (same number showing in item 1).

*If the call is not retrieved in 2 minutes, it will ring the original phone.
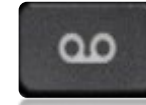
Voicemail

Voicemail Indicators

Voicemail Key

Setup

Press the VM key

Enter temp pin 121212…#

Record Name and Greeting

Change your pin, confirm…press #.

Retrieve Messages

Press VM key…enter pin …#.

Any phone in office: Press VM key *, 1 +10-digit number… #, pin…#

Outside office: Dial your number, VM answers…press *, 1 + 10-digit number….#, pin…#

Or dial 919 754-6500 …press *, 1 + 10-digit number… #, pin….#

Voicemail Options

Main Menu
- 1-Listen to message
- 2- Send a message
- 3- Review old messages
- 4- Setup options

Listening to Messages
- 1-Restart
- 2-Save
- 3-Delete
- 4-Slow Playback
- 5-Change Volume
- 6-Fast Playback
- 7-Rewind
- 8-Pause or Resume
- 9-Fast forward to end
- #-Skip Message
- ## -Keep Message...New

Greetings
- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting
- 4-3-2 Re-record Name
- 4-3-1 Change Pin

After Listening to Messages
- 1-Replay
- 2-Save
- 3-Delete
- 4-Reply
- 5-Forward
- 6-Mark as New
- 7-Skip Back
- 9-Message Properties
- 0-Help
- *-Cancel Playing Message

Forwarding a Voicemail

1. Listen to the VM, press 5.
2. Record intro if you like, press #.
3. Switch to dial by number by pressing ##,
   then dial 1+10-digit number press #.
4. To send...press # again.

Follow Prompts
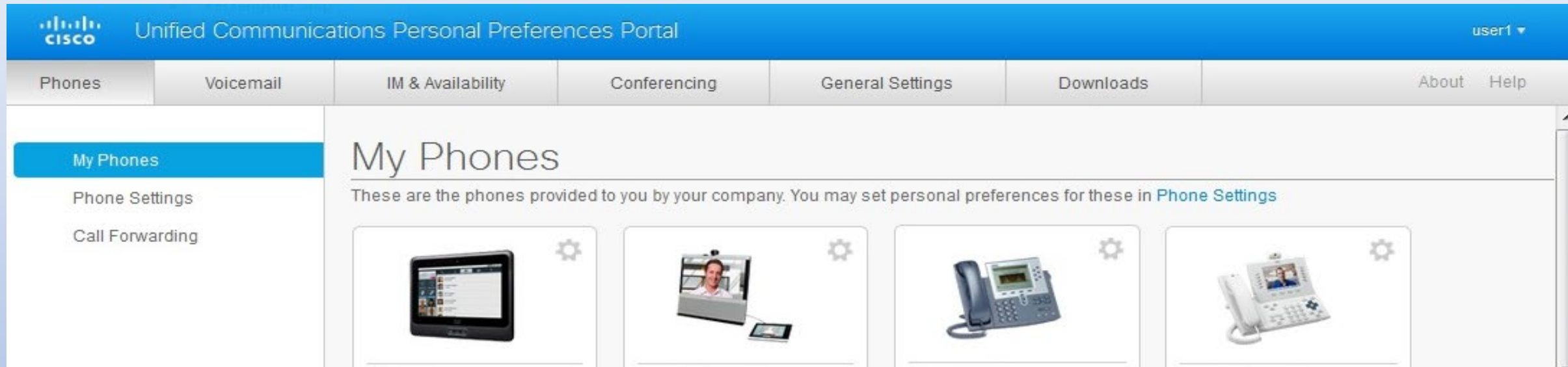
Applications ⚙

1. **Recent (calls)**

2. **Settings (wallpaper, ringtones, font size, headset tone, etc.)**

3. **Accessibility (voice feedback, voice speed)**

4. **Accessories (ex. Headset attached)**

5. **Running Applications (n/a)**

6. **Extension Mobility (n/a)**

Use the Navigation key 🔘 to scroll up/down and select option.

Cisco Service Portal

https://dit-edc-u1-cucmpub01.collab.nc.gov:8443/ucmuser

| Phones	Configure your phone settings for speed dial numbers, call forwarding, single number reach, ring settings and call history.
Voicemail	Set up your voicemail preferences
IM & Availability	Set up your Do Not Disturb and IM & Presence status.
Conferencing	Set up WebEx
General Settings	Phone Services Pin, Conference Now
Download	Download plugins and applications for your phones.

Speed Dialing

1. Sign into portal.

2. Click **Phone Settings** then **Speed Dial Numbers.**

3. Click **Add New Speed Dial.**

4. Complete the info, press **ok.**

Or

1. Press and hold a **line** key until **Define favorites** screen displays.

2. Complete Name/Number field.

3. Click **Apply.**

Single Number Reach (SNR)
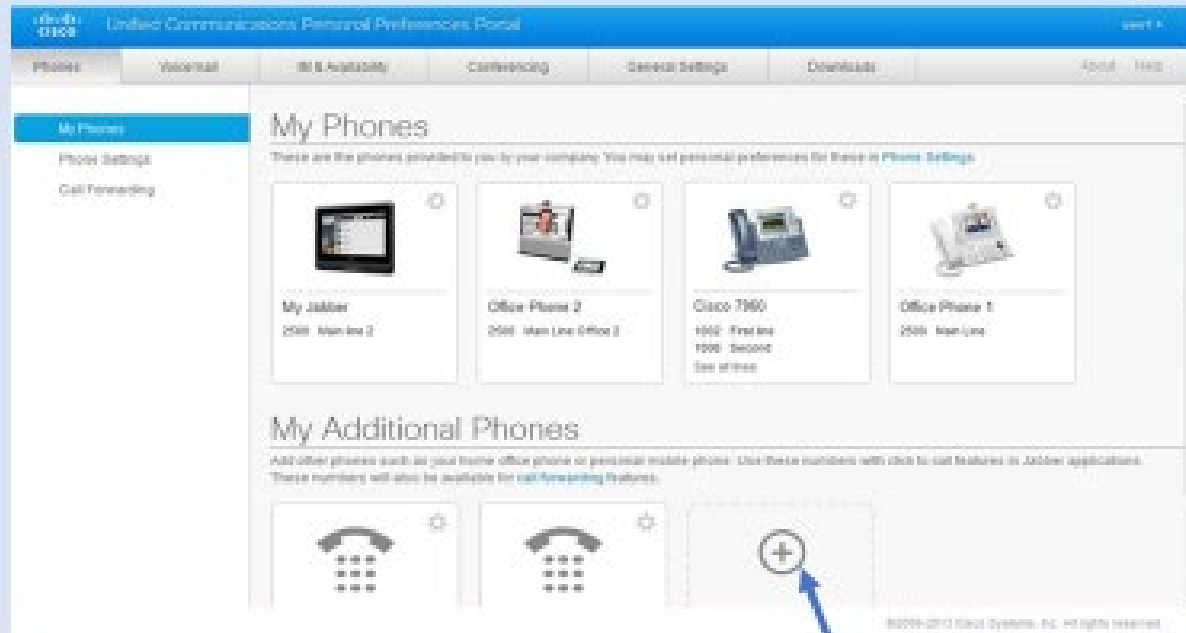
Setup SNR

1. Click the Phones tab, then My Phones.
2. Under Additional Phones, click Add Ne ⊕
3. Enter the phone number.
4. Click Enable SNR box or Enable Move to Mobile,
   then save.

Enable SNR

1. Click the More softkey
2. Then the Mobility softkey.
3. Press the Select softkey to enable.

Disable SNR

1. More softkey, Mobility softkey....Select softkey

More

SNR Set Up

Phone Number or URI *
+1919777XXXX

Description
+1919777XXXX

Advanced Call Timing Settings

Enable Single Number Reach
☑ Ring this phone and my business phone at the same time when my business line(s) is dialed.

Incoming call

+1919754XXXX   +1919777XXXX

☐ Create a schedule for this assignment

Wait [4.0] seconds before ringing this phone when my business line is dialed.

Prevent this call from going straight to this phones voicemail by:

🔘 using a time delay of [1.5] seconds to detect when calls go straight to voicemail

⚪ requiring you to respond to a prompt to be connected

Enable Move To Mobile
☐ If this is a mobile phone, transfer active calls from your Cisco IP Phone to this mobile phone by pressing the Mobility button.

Stop ringing this phone after [19.0] seconds to avoid connecting to this phones voicemail.

*Required   Advanced call timing   [Save] [Cancel]

[Save] [Cancel]

Click

Verify Settings

Phone Connections

Reboot phone:
Unplug the Network Port
10 seconds, plug back in.
If phone does not reboot,
contact repair.
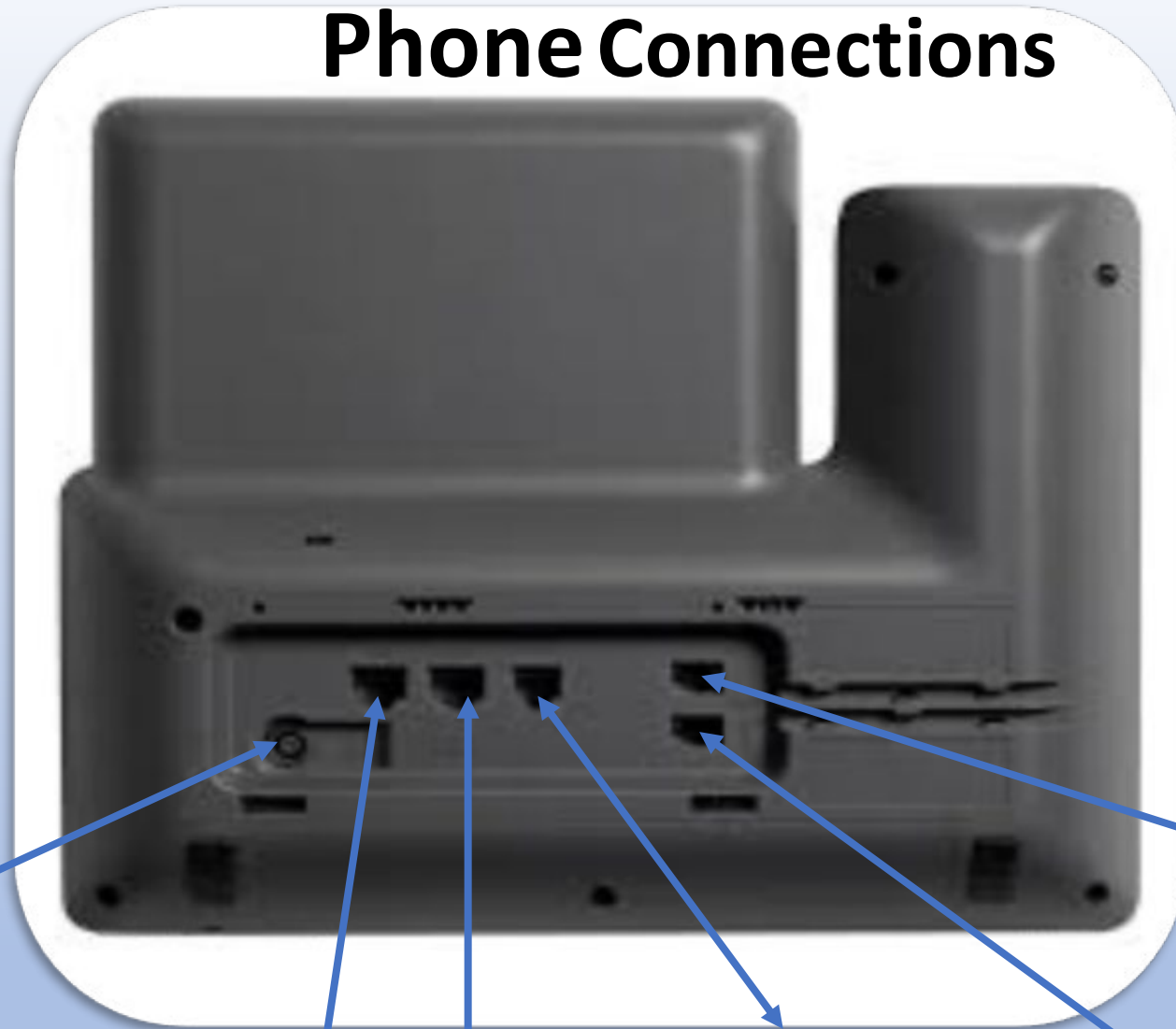
DC Adapter

Headset Port

Network Port

Access Port
(computer)

Aux Port
(expansion module)

Handset Port

Resources

DIT Service Portal: https://ncgov.servicenowservices.com/sp_dit

DIT Helpdesk: 919 754-6000 or 1 800-722-3946

 (Adds, Changes or Troubles, please submit tickets in the DIT Service Portal or call the helpdesk.)

DIT Communications Hub: https://it.nc.gov/communications-hub

 (Email notifications concerning current status of DIT Services. Click 'Communications Hub' then the 'Help Documentation' tab for instructions to subscribe.)

Headsets Recommended: DIT does **NOT** support headsets, please contact the vendor for help.

- Jabra Motion Office (Traveling, Remote)
- Plantronics CS530
- Jabra Engage Series
- Plantronics Savi
- Jabra Pro 9460 & Pro 925

Plantronics Compatibility Guide: https://www.plantronics.com/us/en/support/compatibility-guide

Cisco Guide: https://www.cisco.com/c/en/us/products/collaboration-endpoints/headset-500-series/index.html

DIT Cisco Service Portal: https://dit-edc-u1-cucmpub01.collab.nc.gov:8443/ucmuser

Note: Initial login to portal may require a system pin, default pin is 121212.

Cisco Resources

- https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/8800-series/english/user-guide/P881_BK_C3A802A0_00_cisco-ip-phone-8800-user_guide.pdf

- https://help.webex.com/ld-n0bl93g-CiscoWebexTeams/Webex-Teams-App#Get-Started