Cisco 8800 Telephone Training
Active Keys change based on the feature you choose and correlate with softkey below it.

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

- Phone Ringing: Answer, Decline, Ignore

- Active call: Hold, End call, Transfer, Park, Conference, Show detail, Mobility
- More key 3 lines
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<tr>
<th>Name</th>
<th>Symbol</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Active Keys</td>
<td><img src="image" alt="Symbol" /></td>
<td>Keys light up when on a call.</td>
</tr>
<tr>
<td>Applications</td>
<td><img src="image" alt="Symbol" /></td>
<td>Access recent calls, user preferences, phone settings and phone model information.</td>
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<tr>
<td>Conference</td>
<td><img src="image" alt="Symbol" /></td>
<td>Create a conference call.</td>
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<td>Contacts/Directory</td>
<td><img src="image" alt="Symbol" /></td>
<td>Access personal and corporate directories.</td>
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<tr>
<td>End Call</td>
<td><img src="image" alt="Symbol" /></td>
<td>End a connected call or session.</td>
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<tr>
<td>Headset</td>
<td><img src="image" alt="Symbol" /></td>
<td>On and off key for headset.</td>
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<tr>
<td>Hold</td>
<td><img src="image" alt="Symbol" /></td>
<td>Place an active call on hold and resume the held call.</td>
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<tr>
<td>Line/Feature Keys</td>
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<td>Line Keys: Incoming calls-answer keys. Feature Keys: Speed dial, Call Pickup.</td>
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<tr>
<td>Mute</td>
<td><img src="image" alt="Symbol" /></td>
<td>On and off key for the microphone, key is lit when muted.</td>
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<tr>
<td>Navigation Ring</td>
<td><img src="image" alt="Symbol" /></td>
<td>Navigation menu and select options.</td>
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<tr>
<td>Return</td>
<td><img src="image" alt="Symbol" /></td>
<td>Return to the previous screen or menu.</td>
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<td>Softkeys</td>
<td><img src="image" alt="Symbol" /></td>
<td>Access to functions and services.</td>
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<tr>
<td>Speaker</td>
<td><img src="image" alt="Symbol" /></td>
<td>On and off key for speaker, key is lit when on.</td>
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<tr>
<td>Transfer</td>
<td><img src="image" alt="Symbol" /></td>
<td>Transfer a call.</td>
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<td>Voicemail Messages</td>
<td><img src="image" alt="Symbol" /></td>
<td>Message key for voicemail.</td>
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<tr>
<td>Voicemail Waiting Message Light</td>
<td><img src="image" alt="Symbol" /></td>
<td>Red light indicates a message is waiting.</td>
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<tr>
<td>Volume</td>
<td><img src="image" alt="Symbol" /></td>
<td>Adjust volume on a call or the ringer.</td>
</tr>
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</table>
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, 2\textsuperscript{nd} call rings...you hear a tone, amber light flashes.
2. Press flashing light, 1\textsuperscript{st} call is on hold...2\textsuperscript{nd} 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.
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.
Conference Call

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.
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.

Input Number

919754XXXX
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

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

## My Phones

These are the phones provided to you by your company. You may set personal preferences for these in **Phone Settings**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phones</td>
<td>Configure your phone settings for speed dial numbers, call forwarding, single number reach, ring settings and call history.</td>
</tr>
<tr>
<td>Voicemail</td>
<td>Set up your voicemail preferences</td>
</tr>
<tr>
<td>IM &amp; Availability</td>
<td>Set up your Do Not Disturb and IM &amp; Presence status.</td>
</tr>
<tr>
<td>Conferencing</td>
<td>Set up WebEx</td>
</tr>
<tr>
<td>General Settings</td>
<td>Phone Services Pin, Conference Now</td>
</tr>
<tr>
<td>Download</td>
<td>Download plugins and applications for your phones.</td>
</tr>
</tbody>
</table>
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 New**.
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**
SNR Set Up

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.

- +1919754XXX
- +1919777XXX

Create a schedule for this assignment

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.

*Required  Advanced call timing

Save  Cancel

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

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

Save  Cancel

Click  Verify Settings
Reboot phone: Unplug the **Network Port** 10 seconds, plug back in. If phone does not reboot, contact repair.
Cisco 8851 with Expansion Module

- Expansion Module
- 14 Lines per page

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Page 2
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)
- Jabra Engage Series
- Jabra Pro 9460 & Pro 925
- Plantronics CS530
- Plantronics Savi


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