



Cisco 8800 Telephone Training

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Phone Screen



Phone Number

Date & Time

Active Icons

Active Call

Active Keys

Soft Keys

More Key

Keys

Voicemail Waiting
Message Light

Line Keys

Feature Keys

Active Keys

Soft Keys

Return

Navigation

End Call

Voicemail

Hold

Applications

Conference

Contact/Directory

Transfer

Speaker

Volume

Headset

Mute



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 Jabber Softphone client when away from your normal work location. Jabber will present your normal work location to the 911 operator and may significantly delay their response.**

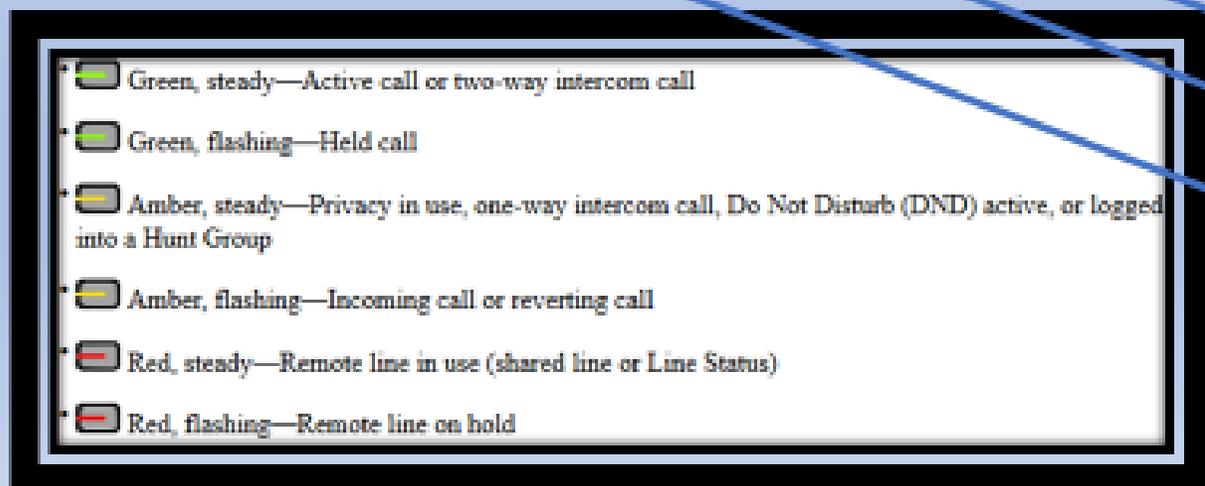
Answer Call Waiting



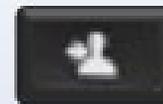
1. On an active call, 2nd call rings...you hear a tone, **amber light** flashes.
2. Press flashing light, 1st call is on hold...2nd call is active.

Options

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



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



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.



Input Number



515 233 0000	Jan 27 09:30 AM	
Jim Nadal 10	Edward Molina 408 555 1234	42:03
Martin Bell	Stacy Mathews 415 666 2345	0:45
	Tom Woodrow 972 655 2004	10:28
	David Shu 214 767 3433	2:07

Call Pickup

Answer

Show detail

...



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.

More

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

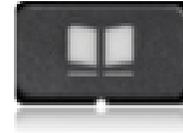
Applications



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.

Directory



Personal Directory

(user id = email address, pin= telephone number)

a. Personal Address Book

b. Personal Fast Dials

c. Log Out

Corporate Directory

(enter first name, last name or number)

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

The screenshot shows the Cisco Unified Communications Self Care Portal interface. The top navigation bar includes 'Phones', 'Voicemail', 'IM & Availability', 'Conferencing', and 'General Settings'. The main content area is titled 'Phone Settings' and features a sidebar with 'My Phones' and 'Phone Settings'. A modal dialog box titled 'Add Speed Dial' is open, containing the following fields: 'Number/URI*' with the value '918005532447', 'Label (Description)*' with the value 'Cisco TAC', and 'Speed Dial*' with the value '1'. There are 'OK' and 'Cancel' buttons at the bottom of the dialog.

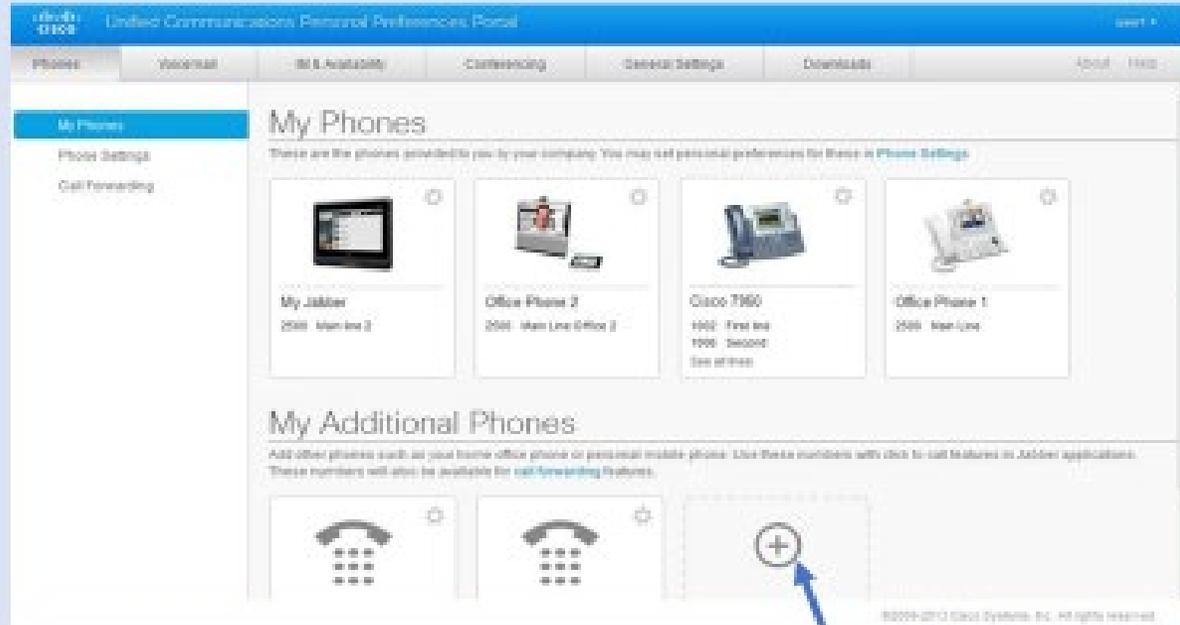


1. Sign into portal.
2. Click **Phone Settings** then **Speed Dial Numbers**.
3. Click **Add New Speed Dial**.
4. Complete the info, press **ok**.

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

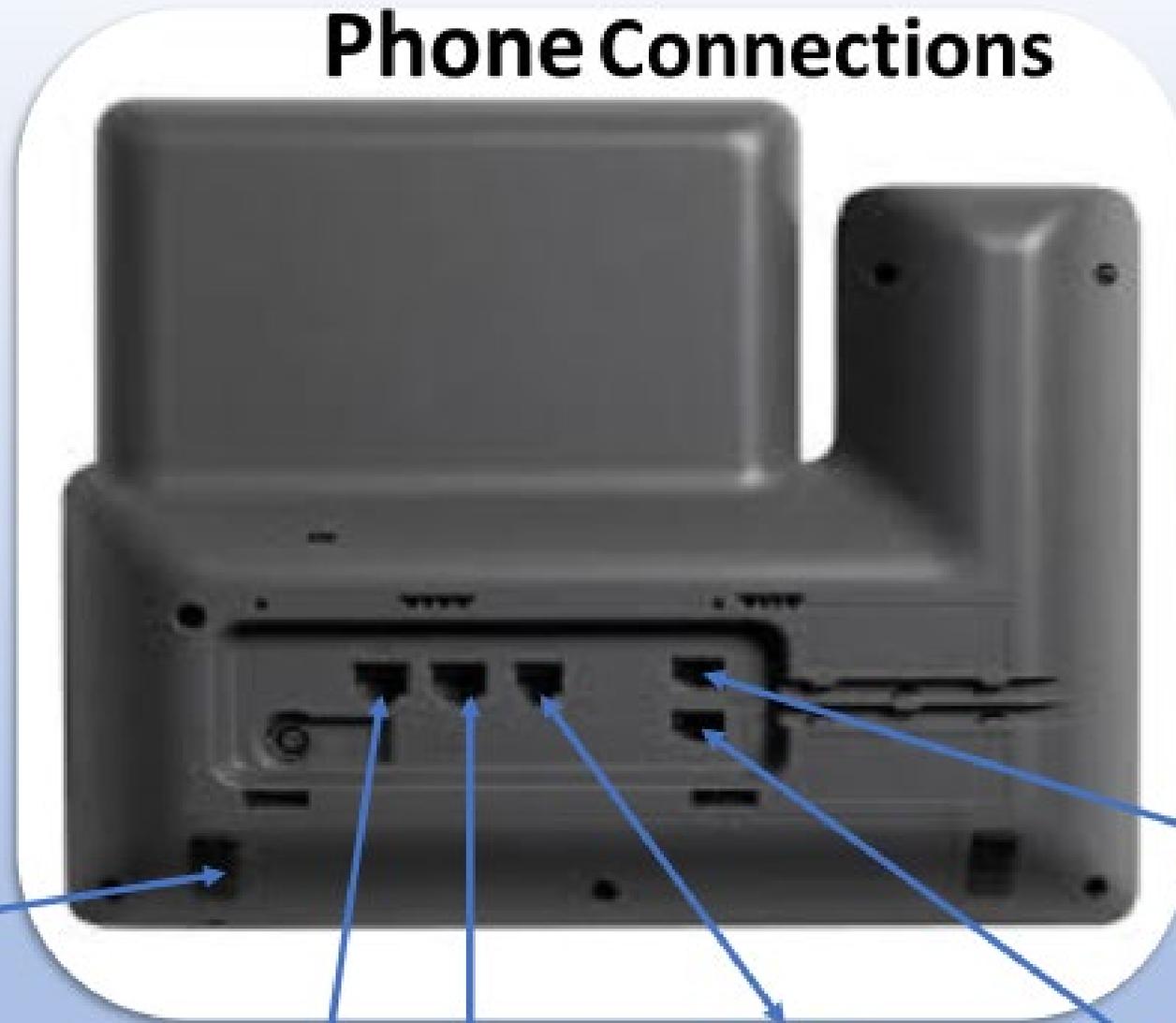
1. Click the **More** softkey
2. Then the **Mobility** softkey.
3. Press the **Select** softkey to enable.

Disable SNR

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

Phone Connections

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



DC Adapter

Network Port

Access Port
(computer)

Aux Port
(expansion module)

Handset Port

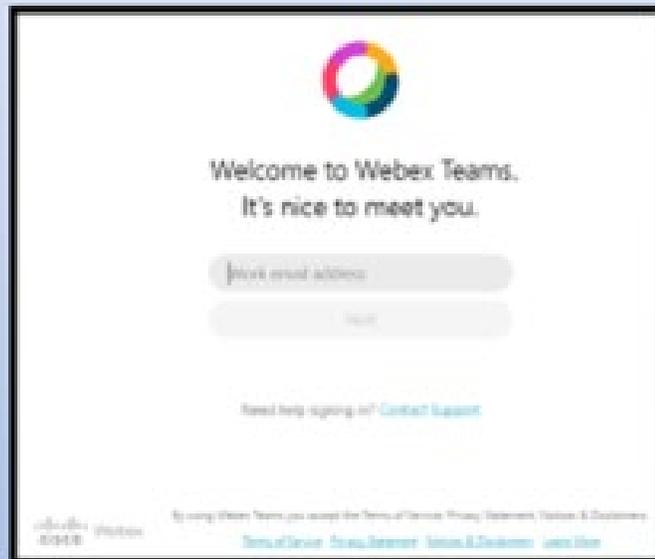
Headset Port

Cisco 8851 with Expansion Module

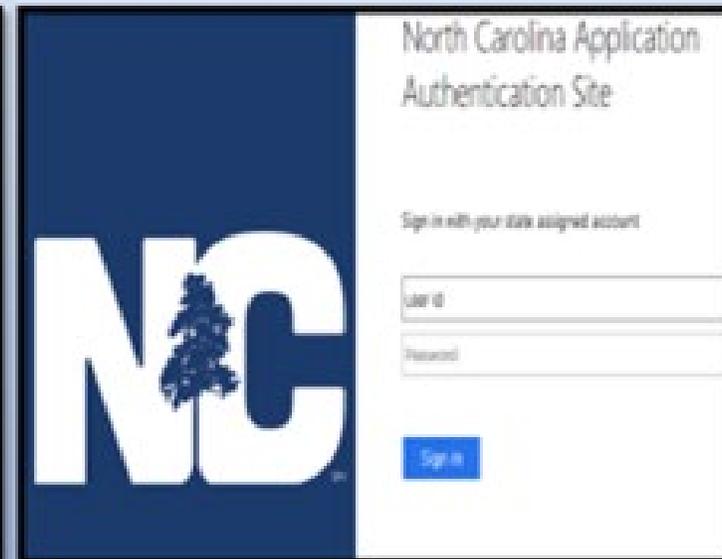


Webex Teams

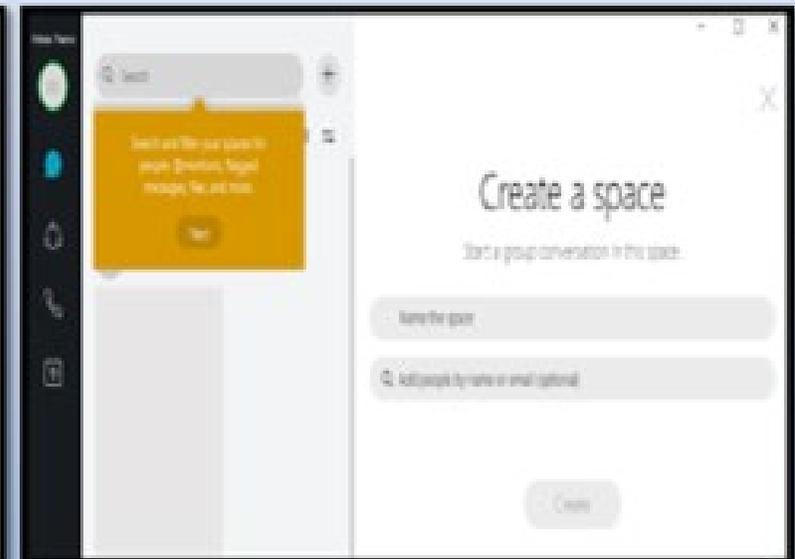
Cisco Webex Teams is an application for meetings, messaging, calling, file sharing and other tools for teamwork collaboration.



1. Receive email to activate, welcome screen.

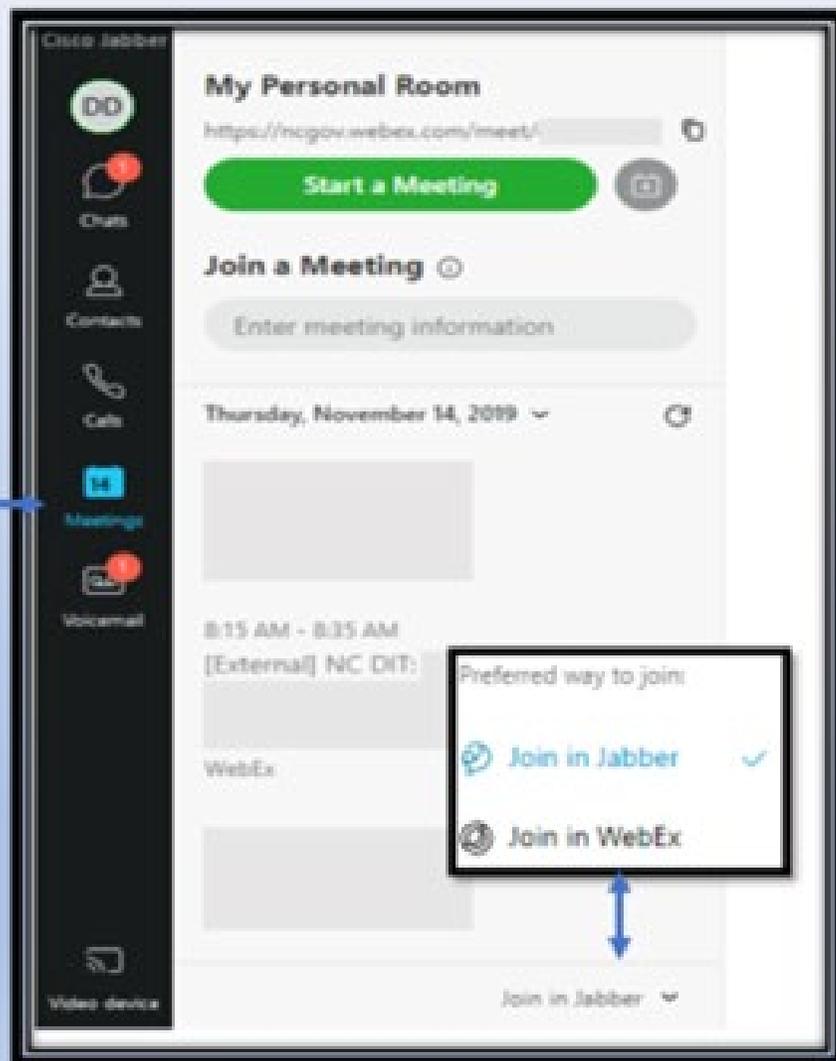


2. User ID & password to authenticate.



3. Create.

Cisco Webex Meeting



Create WebEx Meeting

1. Create meeting in Microsoft Outlook.
 - a. In the location field type “@webex”.
 - b. Send the meeting invitation.
2. Ribbon in Microsoft Outlook.
 - a. Click ‘Schedule Meeting’ ...Webex Settings to customize.



- b. Send the meeting invitation.

‘Meetings’ tab in Jabber or Outlook to see details.

Note: You will not see the WebEx dial-in information until you send the invitation, it may take up to two minutes to populate in your calendar.

Cisco Jabber Softphone

Softphone

is a feature that allows you to use your computer to make and receive calls.

- Download client on your computer from the Software center or smartphone
- Smartphone Jabber users download client from your preferred app store.
Note: New mobile Jabber users, request a mobile account via DIT ServiceNow.
- Log in using your email address and windows password.
- Headset needed if using Softphone to place and receive calls.
Note: DIT does NOT support headsets, please contact the vendor for support.
- Integrates with Calendar.
- Video Capabilities.
- Create Contact lists by right clicking number/name, then 'Add Contact'.
- Unifies presence, instant messaging, video, voice messages, desktop sharing and conferencing capabilities with WebEx Teams.
- Customize preferences in the 'Settings' option.
- Access to the 'Cisco Service Portal' in the 'Settings' option. VPN client needed to access outside of office.
- DIT recommends closing out of Jabber daily.

Note: Please do **NOT** call 911 from the Jabber client when away from your normal work location.

Jabber will present your normal work location to the 911 operator and may significantly delay their response.

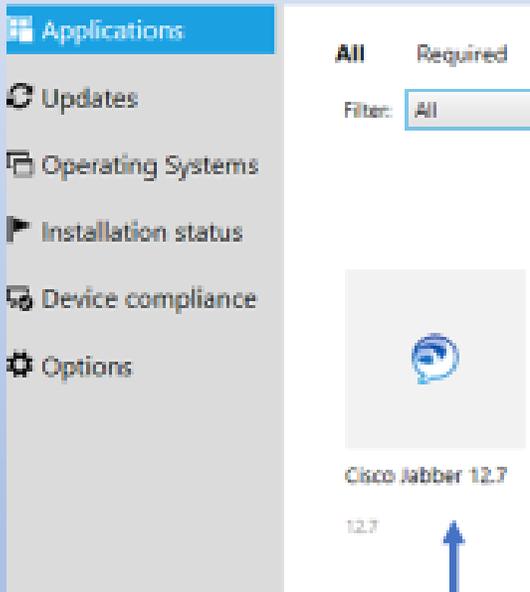
Installing Cisco Jabber

1. Go to your Software Center or contact your Administrator.
2. Applications tab, find Cisco Jabber and install.
3. Double click desktop icon.

1. Lower Left corner of PC



Type 'Software Center' and enter.

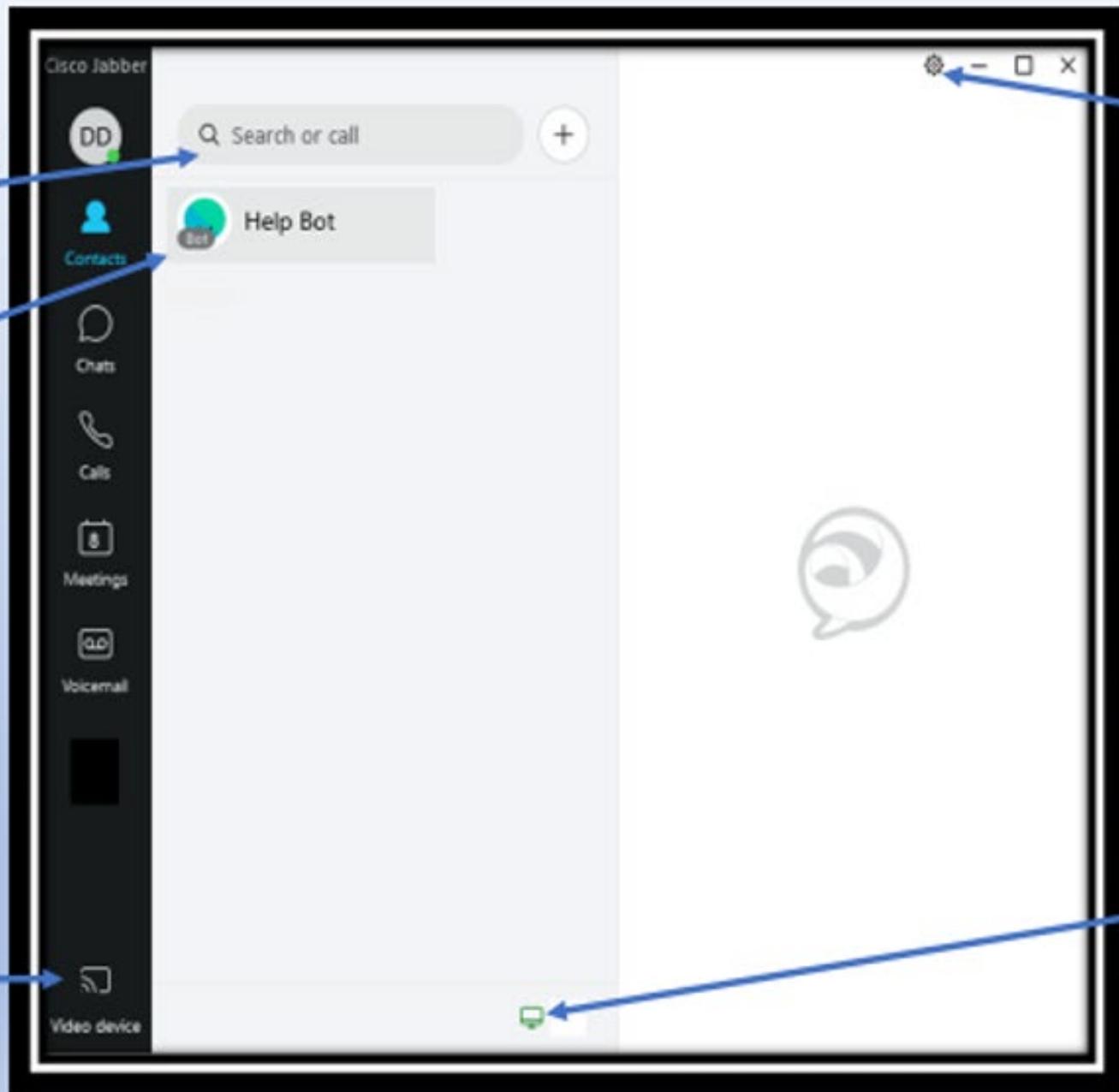


2. Click and then install.



3. Desktop icon

Softphone



Input number or name to place call and enter

WebEx help

Connect to WebEx Room/Board

- Customize Jabber
- File
 - Settings
 - View *
 - Help
 - Sign out
 - Exit

Under 'View'*

- ✓ Show label

Telephone Preferences

- Device for calls
- Forward Calls
- Single Number Reach
- ❖ Setup in Cisco Service Portal

Resources

DIT Service Portal: https://ncgov.service-now.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

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://www.cisco.com/c/en/us/products/unified-communications/jabber/index.html>
- <https://help.webex.com/ld-n0bl93g-CiscoWebexTeams/Webex-Teams-App#Get-Started>