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, oo, oo, oo, Park, Conference, Show detail, Mobility → More key 3 lines
# Keys Defined

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<th>Name</th>
<th>Symbol</th>
<th>Definition</th>
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<td>Active Keys</td>
<td><img src="image1" alt="Active Keys Symbol" /></td>
<td>Keys light up when on a call.</td>
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<td>Applications</td>
<td><img src="image2" alt="Applications Symbol" /></td>
<td>Access recent calls, user preferences, phone settings and phone model information.</td>
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<td>Conference</td>
<td><img src="image3" alt="Conference Symbol" /></td>
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<td><img src="image6" alt="Headset Symbol" /></td>
<td>On and off key for headset.</td>
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<tr>
<td>Hold</td>
<td><img src="image7" alt="Hold Symbol" /></td>
<td>Place an active call on hold and resume the held call.</td>
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<td>Line/Feature Keys</td>
<td><img src="image8" alt="Line/Feature Keys Symbol" /></td>
<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="image9" alt="Mute Symbol" /></td>
<td>On and off key for the microphone, key is lit when muted.</td>
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<td>Navigation Ring</td>
<td><img src="image10" alt="Navigation Ring Symbol" /></td>
<td>Navigation menu and select options.</td>
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<td>Return</td>
<td><img src="image11" alt="Return Symbol" /></td>
<td>Return to the previous screen or menu.</td>
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<td>Softkeys</td>
<td><img src="image12" alt="Softkeys Symbol" /></td>
<td>Access to functions and services.</td>
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<td><img src="image13" alt="Speaker Symbol" /></td>
<td>On and off key for speaker, key is lit when on.</td>
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<td><img src="image14" alt="Transfer Symbol" /></td>
<td>Transfer a call.</td>
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<td><img src="image15" alt="Voicemail Messages Symbol" /></td>
<td>Message key for voicemail.</td>
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<td>Voicemail Waiting Message Light</td>
<td><img src="image16" alt="Voicemail Waiting Message Light Symbol" /></td>
<td>Red light indicates a message is waiting.</td>
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<td>Volume</td>
<td><img src="image17" alt="Volume Symbol" /></td>
<td>Adjust volume on a call or the ringer.</td>
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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.
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.
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
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

<table>
<thead>
<tr>
<th>Phone Setting</th>
<th>Description</th>
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<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>
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
- Headset Port
- Network Port
- Aux Port (expansion module)
- Handset Port
- Access Port (computer)
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

- 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.

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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
   Cisco Jabber
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


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