



# Cisco 8800 Series Phone Training

Welcome

# Cisco 8851 with Optional Expansion Module



- Color Display
- USB Port
- Bluetooth
- Expansion Module Compatible



- 36 Programmable Keys
- 2 Pages/18 Each

# Cisco 8800 Series IP Phone Layout





# Adjusting Ring Volume

- While the phone is **not on a call**, press the **Plus or Minus Volume keys** to hear a sample ring
- As the ring plays, press the **Plus or Minus Volume keys** to adjust the volume to the desired level
- Once you are done adjusting the volume, your setting will be saved automatically





# Volume Adjustments

- During a call, press the **Volume Key** to increase or decrease the volume of your Handset, Speakerphone, or Headset
- To save the volume setting, press the **Save** soft key to save the desired volume
- Note: You can also adjust the volume while on a call without saving it. This is useful for exceptional loud or soft-spoken callers.





# Placing a Call ... a few ways

- Lift the **Handset** and dial the number
- Press a **Line** button and dial the number
- Press the **Speaker** button and dial the number
- Press the **New Call** soft key and dial the number
- Press a **Speed Dial** button (when configured)
- **Dial the number** then lift the Handset or press the **Dial** soft key





# Answering a Call ... a few ways

- Lift the **Handset**
- Press the **Answer** soft key
- Press the **Speaker** button
- If a headset is plugged in, Press the **Green Headset** button





# Ending a call...a few ways

- Hang up the **Handset**
- Press the **EndCall** soft key
- Press the **Release** key
- Press the **Speaker** button
- Press the **Green headset** Button







# Muting a Call

- During a call, press the **Mute** button
- To return to the call, press the **Mute** button again
- Note: When in **Mute**, you can hear the caller, but the caller cannot hear you. Especially useful for conference calls





# Redialing

- Lift the Handset and press the **Redial** soft key
- Press the **Redial** soft key to place the call by Speakerphone

## Place a call on hold

- During a call, press the **Hold** soft key
- To return to the call, press the **Resume** soft key





# Managing Multiple Calls

- During a call, press the **Hold** soft key
- To return to the call, press the **Resume** soft key
- When a second call arrives you will hear a soft beep tone and the second caller will be displayed
- If it is not already highlighted, use the **Scroll** key to highlight the new call and press the **Answer** soft key
- To return to the previous call, select it with the **Scroll** key and press the **Resume** soft key
  - Note that you can continue to use the Scroll key to switch between the calls





# Transferring a Call

- To transfer an active call to another phone, press the **Transfer** soft key
  - This will put the caller on hold automatically
- Dial the number to which you are transferring the call
- When you hear ringing press **Transfer** again (**blind**), or when the party answers, announce the call and press **Transfer** (**supervised**)
- Hang up to end your participation in the call





# Conference Calls

- From an active call, press **Conference**
- Add the other person to the call by doing one of the following:
  - Press **Active** calls and select a held call.
  - Enter the phone number and press **Call**.
- Press **Conference**.

**Repeat the first three steps to add another caller**





# Forwarding All Calls

- Select a line and press **Forward all**
- Dial the number that you want to forward to, or press **Voicemail**.
- To receive calls again, press **Forward off**.

Verify that your calls are forwarded by looking for the **Forward all** icon in the line label.



# Call History



- Press the **Applications** button to display the directory menu
  - **Missed Calls**
  - **Received Calls**
  - **Placed Calls**
- Use the **Navigation** key to highlight the desired history then press the **Select** soft key
- Use the **Navigation** key to highlight the desired number then press the **Dial** soft key or pick up the **Handset** to place the call
  - Press the **Back** key or the **Application** button again to exit without dialing



# Calling Missed or Received External Numbers



- Press the **Applications** button to display the directory menu, select either **Missed Calls** or **Received Calls**
- Use the **Navigation** key to highlight the desired number to dial
- Once highlighted, press the **Edit Dial** soft key. The cursor will be positioned in front of the number to be dialed
  - Use the **Left** or **Right** soft key arrow to position the cursor within the number
- Enter **'91'** (for long distance) then press the **Dial** soft key to begin dialing
  - Press the **Applications** button again to exit without dialing





# Voicemail Access



There are a couple of ways:

- Press the **Messages** button or Dial extension
- **Outside Access:**
- **Old Voicemail:**





# Voicemail Setup

- Press the **Messages** button.
  - The first time you enter you will be prompted to set up your voice mail user profile. The default PIN is **'246802'**
- Listen carefully to the prompts and respond as prompted (Do not press \* yet):
  - Record your **Name**
  - Record a **Greeting** that outside callers will hear when you do not answer your phone
  - Change your **Phone Password (PIN)**
- The system will tell you when you have finished.
  - If you hang up before finishing, you will be prompted the next time you press **Messages**.





# Retrieving Voicemail Messages

- The **Message Waiting Indicator** will light up when a new voicemail message is in your mailbox
- Press the **Messages** button
- Enter your **phone password or PIN** and press **#**
- Press **'1'** to hear new messages, or follow prompts for alternate functions
- Follow the voice instructions
  - Note: The Message Waiting Indicator will remain lit until the voicemail message is either saved or deleted



# Retrieving Voicemail Messages from Outlook Inbox



- **Open your Outlook Inbox**
- **Double-click a voice message to open it**
- **In the open voice message, click Play on the Media Master control bar to play the message**





# Basic Voicemail Functions

<b style="font-size: 2em; color: red;">1</b> new <b style="font-size: 2em; color: red;">3</b> saved	<b style="font-size: 2em; color: red;">2</b> record	<b style="font-size: 2em; color: red;">4</b> setup
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<p><b>During Message Review</b></p> <p>Restart   Save   Delete</p> <p>1   2 ABC   3 DEF</p> <p>Slow   Volume   Fast</p> <p>4 GHI   5 JKL   6 MNO</p> <p>Rewind   Pause   F. Fwd</p> <p>7 PQRS   8 TUV   9 WXYZ</p> <p style="text-align: center;">End</p> <p>*   0   #</p> <p><b>After Message Review</b></p> <p>Replay   Save   Delete</p> <p>1   2 ABC   3 DEF</p> <p>Reply   Forward   Save</p> <p>4 GHI   5 JKL   6 MNO</p> <p>Rewind   Properties</p> <p>7 PQRS   8 TUV   9 WXYZ</p> <p style="text-align: center;">Save</p> <p>*   0   #</p>	<p>• Tip: to switch between name and extension, press “##”.</p> <p>• Address and record message</p> <p>• Press # to send or “1” for message options</p> <p style="text-align: center;"><b>Message Options</b></p> <p>Urgent   Return   Private</p> <p>1   2 ABC   3 DEF</p> <p>Future   Review   Re-record</p> <p>4 GHI   5 JKL   6 MNO</p> <p>7 PQRS   8 TUV   9 WXYZ</p> <p style="text-align: center;">Send</p> <p>*   0   #</p>	<p><b>Press 1 – Greeting</b></p> <p>1 – Record greeting</p> <p>2 – Turn on/off alternate greeting</p> <p>3 – Edit other greetings</p> <p>4 – Hear all greetings</p> <p><b>Press 2 – Settings</b></p> <p>1 – Change message notification</p> <p>2 – Change Menu type</p> <p>3 – Edit private lists</p> <p><b>Press 3 – Personal Settings</b></p> <p>1 – Change password</p> <p>2 – Change recorded name</p> <p>3 – Change directory listing</p>
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