Cisco IP Phone End User Training
1. Handset Light Strip
2. Phone Screen
3. Programmable Feature Buttons
4. Soft Key Buttons
5. Navigation Pad and Select button
6. Hold/Resume Button
7. Conference Button
8. Transfer Button
9. Speakerphone Button
10. Headset Button
11. Mute Button
12. Keypad
13. Volume Button
14. Contacts Button
15. Applications Button
16. Messages button
17. Handset
YOUR SCREEN: 7821 & 7841

Number a caller sees when calling to the outside world

NOTE: This could be different than your extension number

Name Callers see when dialing internally

Speed Dial

Soft Key Functions
PLACE, ANSWER, OR END CALLS

• Pick up or hang up the handset, OR
• Activate the headset or speaker phone, OR
• Use softkeys: Redial, New Call, Call, Answer or EndCall, when appropriate.
• 5 digit internal xxxxx within your campus (+1312603XXXX). To any other buildings you will need to dial 10 digit.
DIAL OUT

- 5 digit internal 3xxxx within your building
- 5 digit dial within the (1-312-603-xxxx)
- To any other buildings you will need to dial the full 10 digit number (example xxx-xxx-xxxx)

EMERGENCY DIAL OUT

- Dial 9 to get an outside line
- Dial 911 for emergency services
HOLD & RESUME

• While on a call, Press to Hold.
• To return to the call, press the Resume soft-key, tap blinking green line button, or Press

NOTE: The icons on this page refer to the 7811, 7821 & 7841. Icons on the 8851 and 8831 (conference phone) may differ slightly
PARK A CALL

While on a call...
1. Press More soft key, then press Park soft key
2. Note the ‘park code ext’ <#XXX>’ in display
3. Go to a Cisco phone
4. Dial the ‘park code ext’ <#200 - >
TRANSFERRING CALLS

1. From an active call, Press 🔄
2. Dial the extension or phone number
3. Hang up or press 🔄

**Optional:** To toggle between calls, press **Swap** soft-key before completing Step 3.

**NOTE:** The icons on this page refer to the 7811, 7821 & 7841. Icons on the 8851 and 8831 (conference phone) may differ slightly.
BLIND TRANSFER

• Transfer a call without talking to the recipient
  – From an active call, press ✆
  – Enter extension
  – Hang up to complete the transfer, or press ✆

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CONSULT TRANSFER

- Let the transfer recipient know who is on the other line
  - From an active call, press
  - Enter the extension or number
  - **Wait for the transfer recipient to answer and announce caller**
  - Hang up to complete the transfer, or press or the **Transfer** soft-key.

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CONFERENCE CALLS

- From a connected call, press  
- Dial desired extension or number 
- Wait for the call to connect 
- Optional: Press **Swap** soft-key to toggle between parties. 
- Press  again to complete conference. 
- Repeat to add additional participants  
  - Max 8 participants

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CONFERENCE CALLS CONT’D

- Press **Details** Softkey
- Conferencing phone may use **Remove** soft-key to remove selected party from the conference
- For the 8831 Conference Phone, be aware that the **more >** soft key might be used to reach these options

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PICKUP GROUP

- Users in a pickup group can answer calls for other members in their group using the Pickup button
- Similar to the *7 function in the Avaya System
- When you hear a call for another member of your Pickup group, press the Pickup softkey to answer
- You may need to press the More softkey to see the Pickup softkey
SPEED DIAL

• Speed dials can be accessed by pressing the down arrow on your phone

• Configure your own speed dials using Self-Care Portal

https://botucv01-118-pub.cookcountyil.gov/ucmuser

• Login with e-mail credentials
SPEED DIAL

Unified Communications Self Care Portal

My Phones

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

Cisco Jabber for Desktop
1111

Cisco 7841 - Class Test Phone
+13126039001
Class Test x961

Cisco 7821 - Pat POC Phone
+13128640175
Pat x40175

Cisco 7841 - Class Test Phone
+13126039001
Class Test x961

Cisco 7841 - Jere
+13126039003
Jere

Additional Phones
Add other phones such as your home office phone or personal mobile phone.

Add an additional phone so

Last login was on April 24th 2016, 1:03:04 pm from 172.16.160.175
SPEED DIAL

Phone Settings

- Speed Dial Numbers
- Services
- Ring Settings
- Voicemail Notification Settings
- Call History
SPEED DIAL

Phone Settings

Speed Dial Numbers

Speed dial numbers are the same for these phones. To unlink your phones and manage these settings individually, click this button.

Add New Speed Dial

Add Speed Dial

- Number/URI*
- Label (Description)*
- Speed Dial*

*Required

Save Cancel
Phone Settings

Speed Dial Numbers

Add Now Speed Dial

Speed dial numbers are the same for these phones. To unlink your phones and manage these settings individually, click this button.

Cisco 7841 - Class Test Phone
Cisco 7841 - Jeremy Bosch

Dial  | Label
---   | ---

Add Speed Dial

Number/URI*: 40567
Label (Description)*: Jim
Speed Dial*: 1

* Required

Save  | Cancel
SPEED DIAL

Phone Settings

**Speed Dial Numbers**  Add New Speed Dial

Speed dial lists may be different for your phones. To link your phones and make these settings the same, click this button.

<table>
<thead>
<tr>
<th>Dial</th>
<th>Label</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jim</td>
<td>40567</td>
</tr>
</tbody>
</table>

- Services
- Ring Settings
- Voicemail Notification Settings
- Call History
CORPORATE DIRECTORY

• You can search your corporate directory for a contact that matches your criteria.
  – Enter your search criteria in the field in the search pane.
  – Enter part or all of a full name, first name, last name, user ID, or phone number.
  – Searches are not case-sensitive, the letters you enter appear in any position in the name. Example, search "and" will find "Anderson".
  – Press Enter.
DIRECTORIES: SPELLING NAME

• To Spell the Name…
  - Press the keypad the number of times in which place the letter appears.
  example: for ‘b’ press ‘2’ twice
  (This is similar to what you do on a cell phone)

• To backup and erase…
  - Use the << soft key
PERSONAL DIRECTORY

• You can search your personal directory for a contact that matches your criteria.

• You can create your personal directory in the Self-Care Portal

https://botucv01-118-pub.cookcountyil.gov/ucmuser

• Login with e-mail credentials
PERSONAL DIRECTORY

Unified Communications Self Care Portal

<table>
<thead>
<tr>
<th>Phones</th>
<th>Voicemail</th>
<th>IM &amp; Availability</th>
<th>General Settings</th>
<th>Downloads</th>
</tr>
</thead>
</table>

My Phones

- Phone Settings
- Call Forwarding

My Phones

Company Phones

These are the phones provided to you by your company. You may set personal preferences for these numbers.
DIRECTORIES: PERSONAL DIRECTORY

1. Use the navigator bar to move to ‘Personal Directory’ and press the Select soft key.
2. Enter your Network Login and default PIN “12345.”
3. Select ‘Personal Address Book.’
4. Use the navigator bar to move to the Last Name field.
5. Enter letters (like for cell phone) for the last name
6. Press the Search soft key
PHONE OPTIONS

Applications Menu Button

• Ring Tone
  – Preferences
  – Ring Tone
  – **Play, Set, Apply, or Cancel**

• Contrast
  – Preferences
  – Contrast
  – Change the contrast of your phone display
  – Press the **Save** Softkey or press **Cancel** to exit

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CALL HISTORY

• View your call history
  – Placed 🔄
  – Received 📞
  – Missed 🔄

• For the Standard phones: 7811, 7821 and 7841
  – Press the “down” button on the control pad
  – Or; press the 🔄 button and select Call History

NOTE: The icons on this page refer to the 7811, 7821 & 7841. Icons on the 8851 and 8831 (conference phone) may differ slightly
BUSY LINE FIELD (BLF) SPEED DIALS

• Allows you to see state of phone line (presence)
  – Both icon and light indicator
• For the Standard phones: 7811, 7821 and 7841
  – Line in Use (Red light)
  – Line is Idle (No light)
  – Line is ringing (Red - Blinking)
• BLF also acts as a speed dial
PREPARING FOR CISCO VOIP PHONE

- Voicemails will not go to old mailbox after cutover
  - Voicemails on old system can be accessed temporarily
    - Dial direct at 312-603-4444
    - Enter mailbox number (last 5 digits of phone number)
    - Enter your password followed by "#"
  - Will be deleted from old system 2 weeks after cutover
  - Voicemails will not be transferred from old to new system
PREPARING FOR CISCO VOIP PHONE

• Prior to cutover to the new Cisco VoIP Phone
  – Please listen to any new voicemails in the existing Avaya Messaging System

  – It is not necessary to delete your voicemail messages. However, please ensure your MESSAGE WAITING INDICATOR is not on when you leave for the day.
    o If you are outside of the office during cutover, you can check any new messages in the Avaya Voicemail System.

By Listening to any new messages, it will help the Telecom Team in the phone migration process
THANK YOU!
Voice Messages will be available in your Outlook Mailbox.

**To Open:** Double Click on the Message

**Delete:** Same as for a email message. The message will go into your “deleted” folder in Outlook.

**Forward:** Same as for an email message.
ACCESSING NEW CISCO VOICEMAIL

1. From your phone: Press Messages button
   - Enter your PIN (Initial Set-Up PIN is 12345)

2. From another network phone: Press followed by *(Star)
   - Enter your 10 digit phone number followed by “#”
   - Enter PIN
ACCESSING VOICEMAIL – CONTINUED

- Remotely:
  1. Call your DID number
     - Press * (Star) when you hear the greeting
     - Enter your ID (your **10-digit** extension)
     - Enter your PIN
  2. Call the voicemail number 312-603-4445
  3. Enter your ID (your **10-digit** extension)
     - Enter your PIN
TRANSFER DIRECT TO VOICEMAIL

• Send the person on the line directly to the transfer recipient’s voicemail
  – From an active call, press 
  – Press the Star (*) key, and then dial desired 5-digit extension or number
  – Hang up to complete the transfer, or press or the Transfer soft-key.
GROUP VOICEMAIL

• A shared voicemail box
• A separate Line is configured on your phone to access group voicemail
• To access the Group Voicemail Box (instead of your personal one)
  1. Select the second line (you will hear dial tone)
  2. Press the voicemail button
  3. Enter in the Group voicemail pin
TECHNICAL SUPPORT

• If you experience any issues, please call:
  – 312.603.1390
  – Option 2
QUESTIONS?

Please fill out your customer satisfaction survey.
Thank you!