Cisco IP Phone End User Training
CUSTOMER SITE SPECIFIC:

- Dial 9 to get an outside line
- Dial 911 or 9-911 for emergency services
- Note: Be cautious when dialing out not to hit an extra 1. False Emergency
CISCO IP PHONE – 7821

User Reference Guide

1. Handset Light Strip
2. Programmable Feature Buttons
3. Phone Screen
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
CISCO IP PHONE – 7841

User Reference Guide

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

08/26/14 11:30

3127942618

Steve Tomko

69074

Redial  New Call  Fwd All  ••••
TO PLACE A CALL

- Pick up handset or use New Call softkey to use speakerphone
  - If you have a headset, make sure the headset button is activated

Within your building you can dial the 5 digit internal number within your campus

Example:
If you are in 69 W. Washington, Daley Center, and 118 N. Clark you CAN use the 5 digit dialing system for these 3 buildings

- Note: To dial any other building you will need to dial 10 digit numbers
ANSWERING MULTIPLE CALLS

• When you are on an active call and another call comes in, the Answer Screen will appear.

• Press the Answer soft-key to put the active call on Hold and answer the new call.
ANSWERING MULTIPLE CALLS – Cont.

- To toggle between multiple calls, press the blinking line button
- Use the up and down toggle buttons to select a call
ANSWERING MULTIPLE CALLS – Cont.

- Use the Resume soft-key to resume the selected call
HOLD & RESUME

• While on a call, Press \[\text{II}\] to Hold.
• To return to the call, press the \textbf{Resume} soft-key, tap blinking green line button, or Press \[\text{II}\]
TRANSFERRING CALLS

1. From an active call, Press

2. Dial the extension or phone number

3. To complete the transfer press or the Transfer soft-key
BLIND TRANSFER

• Transfer a call without talking to the recipient
  – From an active call, press 🔄
  – Enter extension
  – To complete the transfer press 🔄 or the Transfer soft-key
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**
  – To complete the transfer press or the **Transfer** soft-key
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
  - To complete the transfer press © or the Transfer soft-key
CONFERENCE CALLS

• From a connected call, press 🔄️
• Dial desired extension or number
• Wait for the call to connect
• Press 🔄️ again to complete conference.
• Repeat to add additional participants
  – Max 8 participants
CONFERENCE LIST:

• Press “Details” option while on conference call to see list of participants
• Anyone can press “remove” option to drop participants from call
• Anyone can Add participants.
PHONE SETTINGS

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
CALL HISTORY

• View your call history
  – Placed 🔄
  – Received 🔄
  – Missed 🔄
  – Press the “up” arrow on the toggle button
  – Or press the ⏯️ button and select 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 old school texting)

• To backup and erase…
  - Use the X 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 to manage your communications.
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 (old school texting) for the last name
6. Press the Search soft key
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 - >
5. There is a 30 second time frame in which you must answer from another line, if you miss this time or forget the code, the call will be bounced back to original phone called.
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
HUNT GROUP

- A group of phones that rings when a single number is dialed.
- A button on the phone is assigned to log in and out of the Hunt Group.
- Pressing the button will log you in and out.
- Button on the side of the phone screen will be lit when logged in, dark when logged out.
HUNT GROUP QUEUE

- Hunt Groups can queue a call if no one is available to answer
- Supervisors of this type of Hunt Group will have a Queue Status button on the side of their phone
HUNT GROUP QUEUE

• Queue Status shows the following information on the phone screen
  – Pilot: Number dialed to ring Hunt Group
  – Calls waiting in queue
  – Longest Call waiting in queue
SPEED DIAL

• Configure your own speed dials using Self-Care Portal

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

• Login with e-mail credentials
SPEED DIAL

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 1
+13126030001
Class Test x300175

Cisco 7821 - Pat POC Phone
+13126840175
Pat x40175

Cisco 7841 - Class Test Phone 2
+13126030001
Class Test x300175

Cisco 7841 - Jere
+13126030003
Jere

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

Phone Settings

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

Phone Settings

Speed Dial Numbers

Add New 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 Boscato

Dial Label

Services

Ring Settings

Voicemail Notification Settings

Call History

Add Speed Dial

Number/URI*

Label (Description)* Description

Speed Dial* Enter a number between 1 and 199

* Required

Save Cancel
SPEED DIAL

Phone Settings

Speed Dial Numbers  Add New 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 Boscas

Dial  Label

Services
Ring Settings
Voicemail Notification Settings
Call History

Add Speed Dial

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

*Required

Save  Cancel
To access Speed Dials on phone, press the down arrow on the toggle button.
BUSY LINE FIELD (BLF) SPEED DIALS

- Allows you to see state of phone line (presence)
  - Both icon and light indicator
  - Line in Use (Red light)
  - Line is Idle (No light)
  - Line is ringing (Red - Blinking)
- BLF acts as a speed dial for people with multi-line phones
Cisco Unity Connection

VOICEMAIL
PREPARING FOR CISCO VOIP PHONE

• Voicemails will not go to old mailbox after cutover
  – Voicemails on old system can be accessed temporarily
    o Dial direct at 312-603-4444
    o Enter mailbox number (last 5 digits of phone number)
    o Enter your password followed by “#”
  – Voicemails will be deleted from Avaya 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!
SETTING UP NEW CISCO VOICEMAIL

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

• Set up and personalize your voice message service by following the instructions:
  – Pick a new password (has to be min. 5 digits)
  – Record your name
  – Record your message (pause and press # when you stop talking)

• Do not hang up until the recording says you have finished enrollment and stops talking
ACCESSING VOICE MAIL

• Remotely:
  1. Call your direct number
     ○ Press * (Star) when you hear the greeting
     ○ Enter your ID (your 10-digit number)
     ○ Enter your PIN
  2. Call the voicemail number 312-603-4445
  3. Enter your ID (your 10-digit number)
     ○ Enter your PIN
UNIFIED MESSAGING

Voice Messages will be available in your Outlook Mailbox.

To Open: Double Click the Message. This will turn off message light on phone.

Delete: The message will go into your “deleted” folder in Outlook.

Forward: You can forward messages to others if needed
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

• Please visit the link below for your copy of this presentation and other information regarding this project

https://www.cookcountyil.gov/voip
QUESTIONS?

Please fill out your customer satisfaction survey.
Thank you!