



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

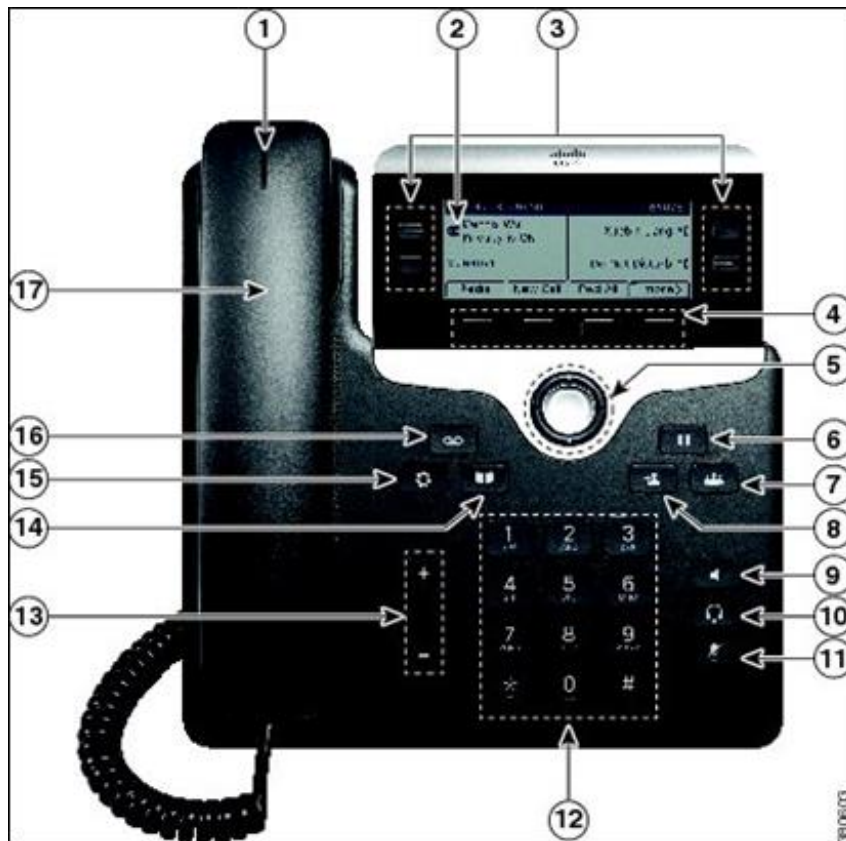
User Reference Guide



- 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

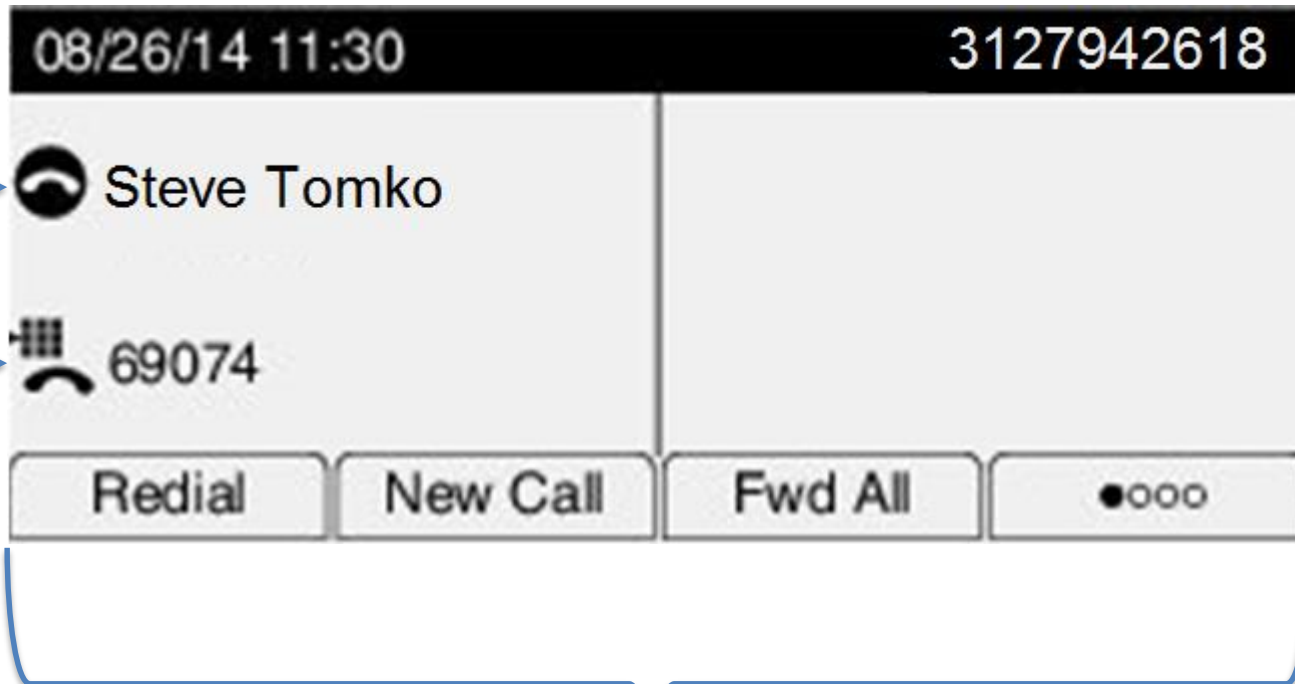


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YOUR SCREEN: 7821 & 7841

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

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



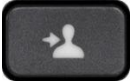

HOLD & RESUME

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



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

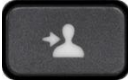
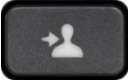
BLIND TRANSFER

- 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  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

The screenshot displays the Cisco Unified Communications Self Care Portal. At the top left is the Cisco logo. The main header reads "Unified Communications Self Care Portal". Below this is a navigation bar with tabs for "Phones", "Voicemail", "IM & Availability", "General Settings", and "Downloads". The "Phones" tab is selected, and a sub-menu is open on the left with options: "My Phones" (highlighted in blue), "Phone Settings" (with a mouse cursor pointing to it), and "Call Forwarding". The main content area is titled "My Phones" and contains a section for "Company Phones" with the text: "These are the phones provided to you by your company. You may set personal preferences". Below this text are three placeholder boxes, each with a gear icon in the bottom right corner, representing individual phone settings.

PERSONAL DIRECTORY



Unified Communications Self Care Portal

Phones

Voicemail

IM & Availability

General Settings

Downloads

My Phones

Phone Settings

Call Forwarding

Phone Settings

Filter by: All Phones

- ▶ Speed Dial Numbers
- ▶ Services
- ▶ Ring Settings
- ▶ Voicemail Notification Settings
- ▶ Call History
- ▼ Phone Contacts

Display Name	Last Name	First Name	
Peter	Kuznicki	Peter	 

Create New Contact



PERSONAL DIRECTORY

Add New Phone Contact



Contact Information

Display Name*

Connor Heminger



First Name

Connor

Last Name

Heminger

Email

Contact Methods

Work

+13125864337

Home

Mobile

*Required

Save

Cancel

PERSONAL DIRECTORY



Phones

VoiceMail

IM & Availability

General Settings

Downloads

My Phones

Phone Settings

Call Forwarding

Phone Settings

Filter by: All Phones

- ▶ Speed Dial Numbers
- ▶ Services
- ▶ Ring Settings
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- ▶ Call History

▼ Phone Contacts

Display Name	Last Name	First Name		
Peter	Kuznicki	Peter		
Connor Heminger	Heminger	Connor		

Create New Contact

SEARCHING 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 (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.

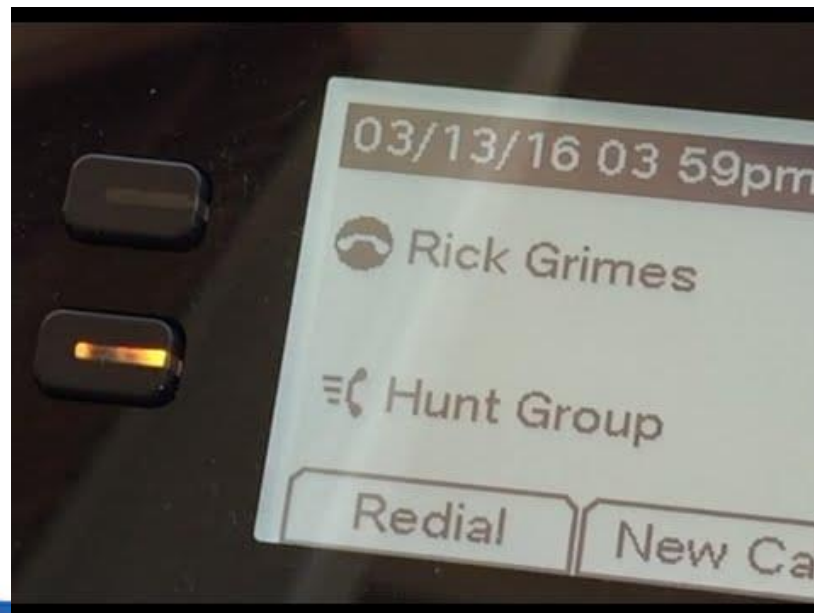
PICKUP GROUP

- 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



Phones

Voicemail

IM & Availability

General Settings

Downloads

My Phones


Phone Settings

Call Forwarding


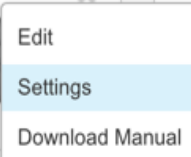

My Phones

Company Phones

These are the phones provided to you by your company. You may set personal preferences for these in [Phone Settings](#)



Cisco Jabber for Desktop
1111



Cisco 7841 - Class test P...
+13126039001 Class Test x...

Cisco 7821 - Pat POC Ph...
+13128640175 Pat x40175




Cisco 7841 - Class Test P...
+13126039001 Class Test x...



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

SPEED DIAL

 Unified Communications Self Care Portal Jeremy Boscaccy (NCC)

Phones | Voicemail | IM & Availability | General Settings | Downloads

My Phones
Phone Settings
Call Forwarding

Phone Settings

Filter by: Cisco 7841 - Class Test Phone ▼

- ▶ Speed Dial Numbers
- ▶ Services
- ▶ Ring Settings
- ▶ Voicemail Notification Settings
- ▶ Call History

Last login was on April 24th 2018, 1:03:04 pm from 172.16.160.175



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SPEED DIAL

Phone Settings Filter by: Cisco 7841 - Class Test Phone ▼

▼ 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. ↺

Dial	Label
 Cisco 7841 - Class Test Phone	
 Cisco 7841 - Jeremy Boscar	

Add Speed Dial ✕

Number/URI*

Label (Description)*

Speed Dial*


*Required



- ▶ Services
- ▶ Ring Settings
- ▶ Voicemail Notification Settings
- ▶ Call History

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Number/URI*

Label (Description)*

Speed Dial*

*Required

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- ▶ Ring Settings
- ▶ Voicemail Notification Settings
- ▶ Call History

SPEED DIAL

Unified Communications Self Care Portal Jeremy Boscacay (NCC) ▾


Phones Voicemail IM & Availability General Settings Downloads




My Phones
Phone Settings
Call Forwarding


Phone Settings



Filter by: Cisco 7841 - Class Test Phone ▾

▼ 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. 

 Cisco 7841 - Class Test Phone  Cisco 7821 - Pat POC Phone  Cisco 7841 - Class Test Phone

 Cisco 7841 - Jeremy Boscacay

Dial	Label	Number	
①	Jim	40567	 

▶ Services
▶ Ring Settings
▶ Voicemail Notification Settings
▶ Call History

Last login was on April 24th 2018, 1:03:04 pm from 172.16.160.175

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- 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
 - Dial direct at 312-603-4444
 - Enter mailbox number (last 5 digits of phone number)
 - 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.
 - 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
 - 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 VOICEMAIL

- 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

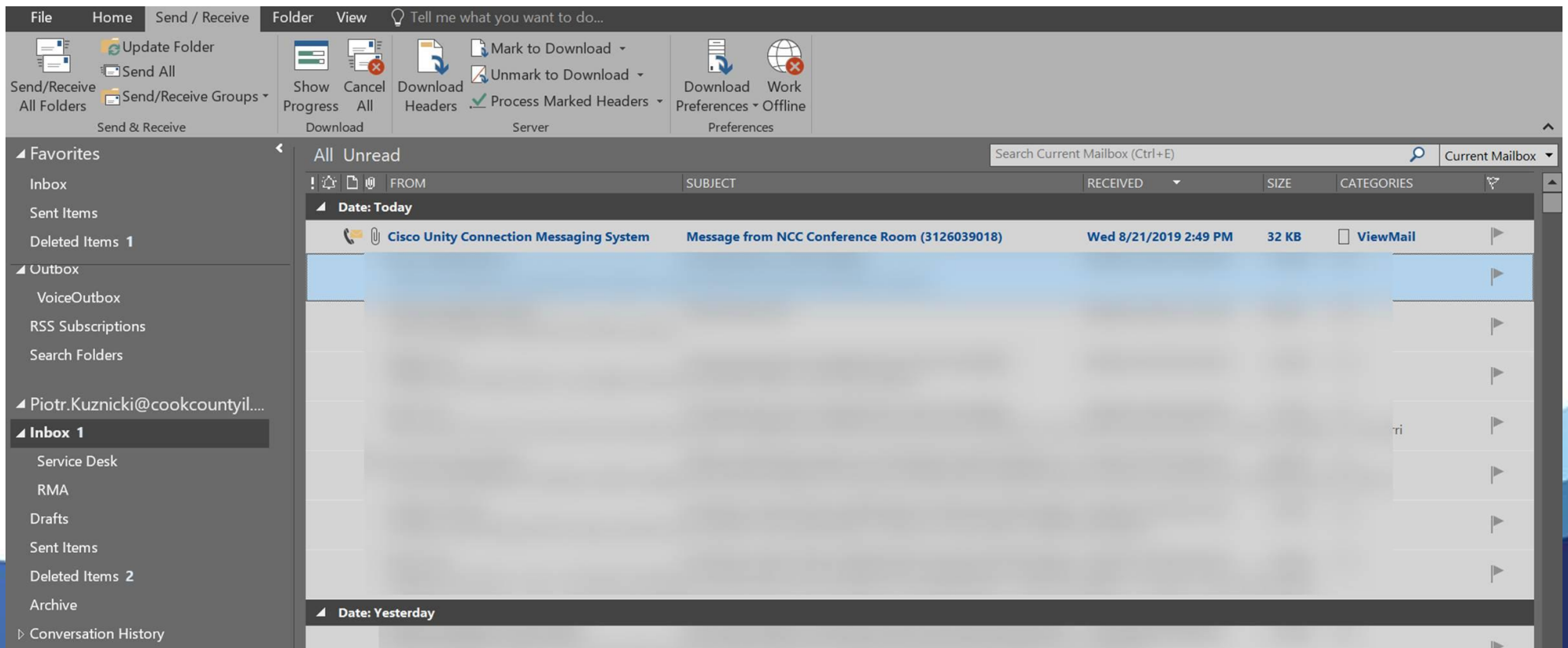
UNIFIED MESSAGING

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!**

