Cisco Unified Collaboration Training
8800 Series IP Phone for Communications Manager 10.X

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Agenda

• Basic IP Phone Usage
• Advanced Phone Features
• IP Phone Customizations
• What’s Next?
Your Cisco 8841 IP Phone

- Handset with Message Waiting Indicator
- Display
- Line Buttons
- Soft Keys
- Navigation Pad
- Mid-Call Option
- Audio Options
- Messages
- Settings
- Contacts
- Volume
- Dial Pad
Making a Call

There are multiple ways to initiate a call on your new phone.

1. Lift the handset and begin to dial, just like you would on your home phone.

2. Press the Speaker Phone button and begin to dial

3. Press the button next to the phone number you wish to call from (the Line button) and begin to dial.

4. Dial the number first, then choose any of the above options to place the call.
Dialing Options

• External Calls
  • Dial 9, then enter the telephone number you wish to call.

• Internal Calls (Calling others within your location)
  • You will keep your existing 5-digit extension number. Dial a colleague’s 5-digit extension number to call them.

• Calling between University of Maryland locations
  • All UMD locations are connected to the same system. To call someone in another location, dial the user’s 5-digit extension.
Ending a Call

Just as with making a call, you have several options for ending your call.

1. If you are talking on your handset, simply place the handset back in the receiver to end the call.
2. Press the soft key located under the word **End Call** in the display of your IP Phone.
3. Press the **Speaker Phone** button.
Answering a Call

There are multiple ways to answer a call on your new phone

1. Lift the handset, just like you would on your home phone.
2. Press the Speaker Phone button.
3. Press the button next to the phone number (the Line button) which is ringing.
4. Press the Answer soft key.

The Caller ID of the person calling will appear in the display.
Place a Call on Hold

When you place a call on hold, the person on hold hears music and you can not hear them. You should use hold if you are going to step away from your desk during a call, or need to leave the conversation for a brief period of time.

• To place a call on hold, press the Hold button.
  • Hanging up the handset will not disconnect the call when the caller is on hold.
  • The hold icon will appear next to the call in the display of your IP Phone to indicate the call is currently on hold.

• To return to the call, press the soft key under the word Resume in the IP Phone display.
Mute a Call

When you place a call on Mute, you can still hear the caller, but they cannot hear you. You should use mute if you want to remain in the conversation but do not wish to be heard. The other person (or people) on the phone will not have any indication you have momentarily silenced your end of the conversation.

- To place a call on mute, press the **Mute** button. The button will remain lit in red to indicate the call is currently on mute.

- To remove yourself from mute, simply press the **Mute** button again. The button will no longer be lit.
Transfer a Call

When you have a call on your line, you may transfer that call to anyone in or outside your agency.

1. With the call live on your line (not on hold), press the Transfer button. This will put the caller on hold automatically, and you will hear dial tone.

2. Enter the telephone number you wish to transfer to. You will need to enter this just as you would dial it directly from your phone.

3. You may either press the Transfer button again to immediately complete the transfer, or you may wait for the other person to answer the call, speak to them, then press Transfer again when you are ready.
Conference

Conference Calls allow you to be on a single phone call with 6 additional participants.

1. With the first participant on an active call, press the Conference button. This will place the first caller on hold.

2. Once the second call is answered, press the Conference button again to add the second call to the first. You can now talk to both participants at the same time.

Repeat the above steps to add up to 4 more participants for a total of 6.
Working with Voicemail

Before you may begin checking voicemail messages, you must first initialize your mailbox. It is very important that you do this only from YOUR assigned IP Phone.

1. Press the Messages button on your IP Phone.
2. Enter the default PIN: 20742 then press #.

The system will begin to explain the process to you and walk your through setup, step-by-step.

3. Speak your first and last name when prompted to record your name for the company directory.
4. Record your standard voicemail greeting that callers will hear when you do not answer your phone.
5. Set your PIN number to use when you log in to your voicemail.
IMPORTANT NOTICE!

20 after the new system is in place, your old voicemails will no longer be accessible. Prior to your cutover date, you must retrieve any new or saved messages in your old mailbox. These messages will NOT be moved over to the new system. Dial 301-405-5300 to access old voicemail.
IP Phone Advanced Features
Soft keys

Soft keys are pre-programmed options that will change depending on the current state of your phone. For example, if you are not on an active call, you may see Redial and New Call in the display above the buttons, but when your phone is ringing, you will see Answer and Divert (send direct to voicemail) above those same buttons.

Soft keys offer more advanced features, such as Call Forward, Redial, and Speed Dial. If you do not see the feature you would like to use, press the soft key to see the next page of options.
Forward Calls

You have the ability to forward all your telephone calls to another extension, an external telephone number, or your voicemail. When your IP Phone is forwarded, your IP Phone will not ring with incoming calls.

1. Press the soft key under the Forward All in the IP Phone display.
2. Enter the phone number you wish to forward your calls to, exactly how you would dial it directly from your IP Phone.
3. The phone number your calls are forwarding to will be shown in the display of your IP Phone.
4. To cancel the forwarding, press the Forward Off soft key.

To forward to your voicemail, press the Forward All soft key, then press your Messages button.
Contacts

You can look up the phone numbers of colleagues and dial them directly from your Cisco IP Phone using the Contacts button.

1. Press the Contacts button.
2. Use the Navigation Bar to scroll down to the Corporate Directory.
3. Press the Select button in the center of the Navigation Bar.
4. Search for a colleague by entering some or all of the information in the First Name and Last Name fields, then select Search.
5. When you locate the person you wish to reach, highlight the name, then lift your handset or press the Speaker Phone button to place the call.
Call History (Recents)

You can view a list of all past received, placed, and missed calls.

1. Press the Applications button.

2. The first option will be Recents. Press the Select button in the center of the Navigation Bar.

To dial from Recents, use the Navigation Bar to highlight the number you wish to call, then lift the handset or press the Speaker button.

Your last 150 calls will be saved.
Customizing Your IP Phone
Change Your Wallpaper

You can choose from a selection of pre-loaded wallpaper options for your phone background.

1. Press the Applications button.
2. Use the Navigation Pad to scroll to Settings, then press the Select button in the middle of the Navigation Bar.
3. Wallpaper should be the first option in your list. Press the Select button.
4. Use the Navigation Pad to scroll through the wallpaper options. Select Preview to see the wallpaper on your phone.
5. When you find the wallpaper you like, select Set, then Apply to save the changes on your IP Phone.
You can choose a custom ringtone for your phone to distinguish it from other ringing phones.

1. Press the **Applications** button.

2. Use the **Navigation Pad** to scroll to **Settings**, then press the **Select** button in the middle of the Navigation Bar.

3. **Ringtone** should be the second option in your list. Press the **Select** button.

4. You can listen to all 29 ringtones by scrolling through the list, then selecting **Play**.

5. When you find the ringtone you like, select **Set**, then **Apply** to save the changes on your IP Phone.
Other Customizations

• You may change the angle of your phone by adjusting the stand, or choose to wall mount your telephone.

• You can change the brightness on your phone display by pressing the Applications button, select Settings, then choose Brightness. Use the Navigation Bar to increase or decrease the contrast.

• You may use the Volume Bar to change the volume of the ringer when you are not on an active call, or change the handset volume when you are on an active call.
Customize Your Voicemail

• You may record up to 6 Alternate Greetings to play instead of your Standard Greeting. When logged in to your voicemail, choose Option 4 for Setup, then Option 1 to Manage Your Greetings.

• You can set your Out of Office message to turn off and on based on a schedule. The system will ask you if you wish to apply an end date when you select an alternate greeting.

• If you receive a voice message intended for someone else or you simply want to share the message with others, you may Forward your voicemail messages to others within UMD. After you have listened to a message, press 5 to Forward that message to another voicemail user.

• While listening to messages, you may press 64 to Speed Up playback, or 66 to Slow Down playback.
Common Voicemail Commands

While Listening to Messages
1. Repeat Message
2. Save Message
3. Delete Message
4. Replay Message
5. Fast Forward Message
6. Mark as New
7. Rewind Message
* Return to Main Menu

Main Menu
1. New Voicemail
2. Send Voicemail
3. Saved Messages
4. Setup Options
* Exit

Setup Options
1. Greetings
2. Message Options
3. Personal Options
4. Transfer Options
* Return to Main Menu
Adding Speed Dials

• You may create up to 199 speed entries for frequently called contacts. To do this, you must open a web browser and navigate to the Communications Manager Self Care Portal located at:

https://phone.umd.edu/ucmuser

• Your username and password is the same username and password you use to log in to your computer.

• Click Sign In to continue.
Adding Speed Dials

• Click the Phone Settings tab in the left column, then expand Speed Dial Numbers.

• Locate the phone you wish to modify, then click Add New Speed Dial.

Any existing speed dial entries will be displayed under your device name.
Adding Speed Dials

- Enter the telephone number for your speed dial exactly how you would dial it from your phone, including a 9.
- Type a label for your entry.
- Choose what speed dial number you want to associate to the entry.
- Click Save.

You may enter commas in the telephone number to add a pause. Each comma represents a 2 second pause.
Using Speed Dials

• To dial one of your speed dial entries, enter the Speed Dial Number you assigned, then press the SpeedDial soft key.

• If you have line buttons not currently being used for other features, your first speed dials will appear on those available buttons. Simply press the corresponding button to dial these entries.
What’s Next?
Start Collaborating

• Check Your Phone!
  1. Look at your phone and verify that your line information is correct. (Remember: Your full telephone number will be displayed across the top of your phone display, your extension number will be next to your line button.)
  2. Set up your new voicemail and clear out your existing mailbox.

• Practice!
  • Make some phone calls from your new phone while still receiving calls on your old phone.

• During the pilot phase, please contact UUCS at ucpilot@umd.edu with any questions or issues.

• During production rollout, contact the Help Desk at 51500 with any questions or issues.
TOMORROW starts here.