Cisco Phone Training

Cisco 6800 Series

Learning Objectives

Today we will provide an overview of your new communication tool to enable you to:

Recognize the basic features of the phone

Use the phone properly on a daily basis

Allow the new phones to contribute to your productivity

Phone Overview

1	Handset and Handset light strip	Indicates whether you have an incoming call (flashing red) or a new voice message (steady red).
2	Programmable feature buttons and line buttons	Access your phone lines, features, and call sessions.
3	Softkey buttons	Access functions and services.
4	Navigation cluster	Navigation ring and **select** button. Scroll through menus, highlight items, and select the highlighted item.
5	**Hold/Resume**, **Conference**, and **Transfer**	**Hold/Resume** Place an active call on hold and resume the held call. **Conference** Create a conference call. **Transfer** transfer a call.
6	**Speakerphone**, **Mute**, and **Headset**	**Speakerphone** Toggle the speakerphone on or off. When the speakerphone is on, the button is lit. **Mute** Toggle the microphone on or off. When the microphone is muted, the button is lit. **Headset** Toggle the headset on or off. When the headset is on, the button is lit.
7	**Contacts**, **Applications**, and **Messages**	**Contacts** Access personal and corporate directories. **Applications** Access call history, user preferences, phone settings, and phone model information. **Messages** Autodial your voice messaging system.
8	**Volume** button	Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook).

Basic Phone Functionality

- Dialing
- Placing a call
- Answering a call
- Ending a call

Dialing

Dialing

- 7 + 1 + ten-digit phone number for all calls

TO DIAL EMERGENCY SERVICES
- 911

Note: You can dial the number you wish to call, THEN pick up the handset to prevent mis-dialing

Placing a Call

There are a number of options available to place a call.

Option One:
Pick-up handset & use the keypad to dial a number or 3-digit extension number

Option Two:
Press the «**New Call**» soft key (3) & use the keypad to dial a number or extension number

Option Three:
If using speaker phone, press the **Speaker phone (6)** button & use the keypad to dial a number or extension number

Answering a Call

You have a number of ways to answer an incoming call.

Option One:
Pick-up handset

Option Two:
Press the «**Answer**» (3) soft key to answer in speakerphone mode

Option Three:
When the phone rings, press the **Speaker phone** (6) button

Ending a Call

You have a number of ways to end a call.

Option One:
Hang-up handset

Option Two:
Press the «**End Call**» (3) soft key

Option Three:
If using speaker phone, press the **Speaker phone** (6) button

Additional Phone Functionality

- Hold function
- Call transfer
- Conference call

Hold Function

When you place a call on hold, your caller will hear hold music until you resume the call.

1. Press the **Hold** (5) button. The caller will hear hold music.
2. To resume the call, press the **Hold** button again or press the <<**Resume**>> (3) soft key

Call Transfer

You can transfer a caller to another internal extension or outside number.

1. Press **Transfer** (5) button or use the <<**Transfer**>> soft key. This puts the call on hold.
2. Dial the number or extension where the call is being transferred
3. Announce the call when the other party answers
4. Press the **Transfer** button again to complete the transfer

Note: If remote party does not answer press the «**End Call**» soft key then «**Resume**» to take back the call on-hold.

Conference Call

This feature allows you to create a conference call by adding additional callers to your original call.

1. Press the **Conference (5)** button
2. Dial the number of the party you would like to add to the call
3. Press the **Conference** button again

Repeat the above steps to conference up to eight parties.

Voicemail

- Voicemail setup
- Voicemail access
- Voicemail retrieval

Voicemail Setup

You will need to set up your voicemail with a personal greeting and new password.

1. Press the **Messages (7)** button
2. Enter the default PIN **159357#**

3. Listen and follow the prompts to set up:
   - Your recorded name
   - Your personalized greeting
   - Your PIN

Voicemail Access

The voicemail feature allows you to retrieve messages from your Cisco desk phone.

- The red light (1) indicates you have messages waiting on your extension.
- You will also have a notification on your LCD stating how many voicemails are waiting

- Press the **Messages** button and enter your PIN to retrieve your voicemails.

Voicemail Retrieval

You can retrieve your messages from a different Cisco phone or outside of the facility.

If you are using another Cisco phone:

1. Select the **Messages** button
2. Press the * key
3. Enter your mailbox number (your extension number)
4. Enter your PIN

If you are calling in from outside of campus:

1. Dial (815) 224-0620
2. Enter your mailbox number (extension number)
3. Enter your PIN

Transfer to Voicemail

You can send a call directly to another person's voicemail

1. Press the **Transfer** button
2. Press the * key
3. Enter the extension number of the person to whom you are transferring the call

Advanced Communication Features

- Call park
- Call pick-up
- Do not disturb
- Speed dial
- Call forward

Call Park

This feature allows you to place a call on-hold in a virtual ‘parking spot,’ so any other user within the facility can dial the park extension to retrieve the call.

1. While on a call, press the «**Next Page**» soft key
2. Press the «**Park**» soft key
3. Record the call park number displayed on your screen
4. Provide the call park number to the third party

To answer a parked call:

1. From any Cisco phone, lift handset
2. Dial the extension where the call was parked

Note: Call Park extensions range from 130 to 139 for main campus, and 140 to 149 for Ottawa

Call Pick-up

Some phones will be part of a pick-up group that enables the user to answer calls from another ringing phone.

1. When a call from another extension is available for you to answer, you will receive a pickup notification
2. Press the **Pickup** softkey
3. Press the **Answer** softkey

Do Not Disturb

To Set Do Not Disturb

1. Press the «**Next Page**» (….) soft key to access the second row of soft keys
2. Press the «**Do Not Disturb**» soft key and you will see a Do Not Disturb Banner at the top of the phone

To cancel Do Not Disturb

1. Press the «**Clr DND**» soft key

Speed Dials

To Set Speed Dials

1. Press and hold the Programmable Feature Button until **Select feature** appears
2. Use the Navigation Wheel to highlight **Speed dial**
3. Press **Select**
4. Enter the speed dial information as you would like it to appear (Be sure to add the number exactly as it should be dialed)
5. Press **Save**
6. Your speed dial entry will appear next to the configured button

Call Forward

To Forward calls

1. Press the <<**Forward**>> soft key
2. Use the Navigation wheel to choose **Forward all**, **Forward busy**, or **Forward no answer**
3. Press center of Navigation wheel to toggle Forward choice to ON
4. Enter the number to which you'd like calls forwarded
5. Select **Set**
6. You will see the number to which you are forwarding calls at the top of your screen
7. To stop forwarding calls, select **Clr fwd**

Applications

- Your Cisco phone has an **Applications** feature that will allow you to access settings such as ringtone and screen brightness.

- You can also access your recent and missed call lists and speed dials.

- Press the **Applications** icon on your Cisco phone, then use the **Navigation** wheel to choose the option you wish to utilize.

Thank you!