Cisco IP Telephone
8800 Series
for
Clemson University
AGENDA...

- Phone Layout
- Features & Functionality
- Voicemail
- FAQs
- Q&A
Cisco Phones

- Feature/Line Buttons – Left
- Session Buttons – Right
- Soft keys – Bottom
- Navigation /Select Button
- Hardcoded Buttons
- Volume Control & Mute

Please Note: Some features/functions may not be configured in your environment. If you have questions about certain features that may not be currently enabled on your phone, please contact the support center.
# Cisco Phone Layout

## New Call
- Make a new call.

## OK
- Confirm a selection.

## OPickup
- Answer a call that is ringing in an associated group.

## Park
- Store a call.

## Play
- Play ringtone.

## PickUp
- Answer a call that is ringing on another phone in your group.

## Redial
- Redial the most recently dialed number.

## Remove
- Remove a conference participant or an entry.

## Save
- Save the chosen settings.

## Search
- Search for a directory listing.

## Select
- Select the highlighted option.

## Set
- Set a ringtone.

## Submit
- Enter user information.

## Swap
- Toggle between two existing calls.

## Update
- Update an entry in Personal Directory.

## >>
- Move through entered characters.

## Backspace
- Backspace to delete characters.

## Back
- Back.

## Phone Screen Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Off-hook</td>
</tr>
<tr>
<td>📞</td>
<td>On-hook</td>
</tr>
<tr>
<td>📞</td>
<td>Connected call</td>
</tr>
<tr>
<td>📞</td>
<td>Incoming call</td>
</tr>
<tr>
<td>📞</td>
<td>Missed call</td>
</tr>
<tr>
<td>📞</td>
<td>Received call</td>
</tr>
<tr>
<td>📞</td>
<td>Placed call</td>
</tr>
<tr>
<td>📞</td>
<td>Call on hold/resume call</td>
</tr>
</tbody>
</table>

## Feature Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Message waiting</td>
</tr>
<tr>
<td>📞</td>
<td>Shared line in use</td>
</tr>
<tr>
<td>📞</td>
<td>Speed dial line</td>
</tr>
<tr>
<td>📞</td>
<td>Line Status indicator—monitored line is in-use</td>
</tr>
<tr>
<td>📞</td>
<td>Line Status indicator—monitored line is idle</td>
</tr>
<tr>
<td>📞</td>
<td>Line Status indicator—monitored line is ringing</td>
</tr>
<tr>
<td>📞</td>
<td>Line Status indicator—monitored line is in do not disturb (DND)</td>
</tr>
</tbody>
</table>

## Buttons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Applications</td>
</tr>
<tr>
<td>📞</td>
<td>Contacts</td>
</tr>
<tr>
<td>📞</td>
<td>Messages</td>
</tr>
<tr>
<td>🔄</td>
<td>Transfer</td>
</tr>
<tr>
<td>🔄</td>
<td>Hold/Resume</td>
</tr>
<tr>
<td>🔄</td>
<td>Conference</td>
</tr>
<tr>
<td>📞</td>
<td>Volume</td>
</tr>
<tr>
<td>📞</td>
<td>Speakerphone</td>
</tr>
<tr>
<td>✖️</td>
<td>Mute</td>
</tr>
<tr>
<td>✖️</td>
<td>Headset</td>
</tr>
<tr>
<td>✖️</td>
<td>Select button</td>
</tr>
</tbody>
</table>

For the *Cisco IP Phone Quick Start Guides*, go to this URL:
The light strip on the handset will flash red when you have an incoming call. The Session buttons will also illuminate to indicate status:

- Green Steady – Active call
- Green Flashing – Held Call
- Amber Flashing – Incoming Call or Reverting Call
- Red Steady – Remote line in use (shared line, if enabled)
- Red Flashing – Remote line on hold (shared line, if enabled)
To dial, you can “pre-dial” while on-hook, then lift the handset. Or select one of the following methods to get dial-tone then dial the number:

- Press an unlit session button (right side)
- Press the New Call soft key (if enabled)
- Press the (unlit) headset or speakerphone button
- Dial from history or corporate directory or Redial (if enabled)

Please Note:
Answer incoming calls by lifting the handset, pressing the session button, pressing speaker button, or pressing the headset button.
Internal calls can be dialed with 10 digits or 7 if in the same area code such as 864.

For external numbers, no prefix or out-dial number for get an outside line, just dial as you normally would with 7 or 10 digits.

For long distance calls, dial 1 then area code and phone number. Carrier LD code (Authorization codes) for making long distance calls will go away once the migration is complete.

Long Distance/International calling may be restricted on certain phones (such as lobby phones/breakrooms/phones with public access).
Press the **Hold** button. The hold icon displays and the session button pulses green.

To resume the highlighted call, press the **pulsing green session** button, or press the **Resume** softkey, or press the **Select** button in the navigation pad.

Pressing the **Hold** button again does not resume a call from hold on some Cisco phones.

Please note: A call placed on hold can only be retrieved at that specific phone – it cannot be retrieved from a different phone (unless specifically programmed as a shared line appearance by the system administrator)
From a connected call (not on hold)

- Press the **Transfer** button
- Dial the transfer recipient’s extension #
- Press the **Transfer** button or the **Transfer** softkey (before or after the party answers)
- The transfer is complete.
- Remember: Press the **Transfer** button, dial extension #, press **Transfer** again

- Option for Announced or Unannounced transfers

- Transfer directly to voicemail: From a Connected Call, press **Transfer** then * (on some systems the # is used) then the extension number and press Transfer again.

- Transfer to an outside line: Press **Transfer**, **dial the phone number** and then press **Transfer** again. Transfers may not permitted to long distance numbers from certain phones depending on your configurations.
Ad-Hoc Conference Call

From a connected call (not on hold)

- Press the **Conference** button
- Dial the number for an internal or external party.
- Press the **Conference** button (ok to press before or after the party answers).
- Repeat these steps to add more participants to the call.

Note: When the conference begins, the phone displays “Conference” instead of caller ID.
View & remove conference participants

 Whisper During a conference, press the **Show Details** softkey. To remove a participant from the conference, highlight a name and press **Remove**.

 Whisper The conference initiator can drop off the call without ending the conference.

 Note: The Remove softkey is only enabled for the conference originator. Cisco Ad Hoc conferences generally allow between 4 - 16 people on a conference depending on your system’s configuration. Your system is currently configured for 4. PLEASE USE WEBEX IF YOU NEED TO HAVE MORE THAN 4 PARTICIPANTS ON A CONFERENCE CALL.
To Park A Call:

☞ While you have an active (connected call) Press the More soft key to find Park.

☞ Press the soft key for Park and watch your phone display

☞ The system will show the extension number that the call has been parked on

To retrieve a parked call:

☞ From any Cisco phone, simply dial the call park extension that was displayed when the call was parked.

Note: If the call is not retrieved it will ring back to the original phone where it was parked. Timeout is by default 90 seconds, but may be longer in your environment. Your 6 digit park range will look like 10X0XXX.
Step 1 - Press the **Forward All** softkey

Step 2 – Enter a phone number or press the Messages button to forward to your own voicemail (*if enabled on your system*).

Look for **Forward All** icon on your screen to ensure that the feature was turned on. You should also see a message displaying the number that you are forwarding to.

Step 3 - To cancel call forwarding, press the **Forward Off** softkey.

Note: to forward to an outside line, press **Forward All** button, then enter the **phone number** (plus the area code if long distance). (*If enabled on your system...this may be allowed for some users but not everyone.*)
Press the **Applications** button

Select **Recents** or **History** (depending on your phone model)

The Last 100-150 calls display:

- Missed calls
- All calls

Note: To dial, scroll to a call press the **Select** button in the Navigation pad or the **Call** softkey.

To view details for a call, highlight the call and press these softkeys: **More > Details**

Also note that a short-cut icon will appear on your display by the session buttons if you have new missed calls
Press the **Directory button**

Select **Corporate Directory** (or press 2 on the keypad)

The directory will open a Search Menu. You can search by first or last name, or by extension number. Enter the letters corresponding to numbers on the keypad (for example, to enter the letter “A” press the 2 one time, for “B” press 2 two times quickly, and for “C” press the 2 three times quickly)

Searches are not case sensitive

You do not have to enter the entire name, just the first few letters and then press the Search soft key
Web Portal

📞 https://phone.clemson.edu/

📞 Please note: You must be connected through your VPN to access this site.

📞 You should be able to login using your Active Directory (network) credentials

📞 This portal allows you to forward your phone, set up personal address books (if enabled), set up speed dials (if enabled), and some other advanced features depending on your configuration.
New Message Indicators:

- A solid red light on your handset
- A stutter dial tone on the line (if enabled)
- A voicemail icon next to the line session button (includes new message count)
Voicemail

Press message button.

When prompted for your password, enter the default password 2580852

- You will be prompted to record your name announcement
- You will be prompted to record your personal greeting
- You will be prompted to change your password
- Your new PIN must be at least 4 digits, non-consecutive/non-repeating (numbers such as 12345 or 00000 are not accepted)

Note: Make sure you complete the enrollment process before you hang up so that your changes will be saved. Otherwise, you may have to start the enrollment process again.
To access your voice mail from outside the office dial your DID number and when your greeting starts playing press the * (star) key. You will be prompted to enter your ten digit extension number and # followed by your PIN.

If you do not have a DID number, call the system-wide voicemail pilot number.

When prompted, enter your Mailbox ID (your extension number) followed by #.

You will then be prompted to enter your PIN followed by #.

NOTE: If you forget your new PIN, open a ticket with the helpdesk to reset your PIN.
Voicemail

Listen to messages

 PRESS the **Messages** button and follow the voice prompts

 OR, press the **session** button next to the **voicemail icon**

 You can choose New, Saved, or Deleted Messages

Send Messages

 Follow the prompts to send messages and you will have delivery options such as return receipt, mark as private, delayed delivery, delivery to multiple users

Set Up Options

 Follow the prompts to listen to set up options for changing your greeting, setting up alternate greetings, changing your personal settings such as password, etc.
How do I change my ringtone?

- Select **Applications** > **Settings** > **Ringtone**
- Then select a line and press **Edit**

What does the Back button do?

- Press the **Back** button to back out of applications and menus

Why is my phone blank?

- The phone may be in Power Save mode – press any button or pick up the handset to turn on the display.

How do I clean my phone?

- The display may be cleaned with a soft, dry cloth (no liquids or powders). The earpiece/mouthpiece can be gently cleaned with an alcohol wipe, as long as you do not allow any liquid to seep into the components, as this can cause the equipment to fail.