



# netech

YOUR NETWORK, ANYWHERE

## Cisco IP Phone Training

# TRAINING OVERVIEW

## Cisco IP Phone & Agent Training

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- Cisco IP Phone – 7821, 8831, 8851
  - Call Control Features
  - Button review
  - User Options
  - How is my phone connected?
- Voicemail

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Cisco IP Phone

**7821, 8831, 8851**

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# CISCO IP PHONE – 7821

## User Reference Guide

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- 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 – 8851

## User Reference Guide



- 1 Message Waiting Indicator
- 2 Phone Screen
- 3 Line and Call Session Buttons
- 4 Soft Key buttons
- 5 Navigation and Select Buttons
- 6 End Call Button
- 7 Hold Button
- 8 Conference Button
- 9 Transfer Button
- 10 Speaker Button
- 11 Mute Button
- 12 Headset Button
- 13 Dial Pad
- 14 Up/Down Volume Rocker
- 15 Contacts Button
- 16 Application Menu Button
- 17 Messages Button
- 18 Back Button
- 19 Handset

# CISCO CONFERENCE PHONE – 8831

## User Reference Guide

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- 1 Display Screen
- 2 Soft Key Buttons
- 3 Navigation and Select Buttons
- 4 Answer Button
- 5 Dial pad
- 6 Mute Button
- 7 Volume Rocker

# CISCO CONFERENCE PHONE – 8831 (CON'T)

## User Reference Guide

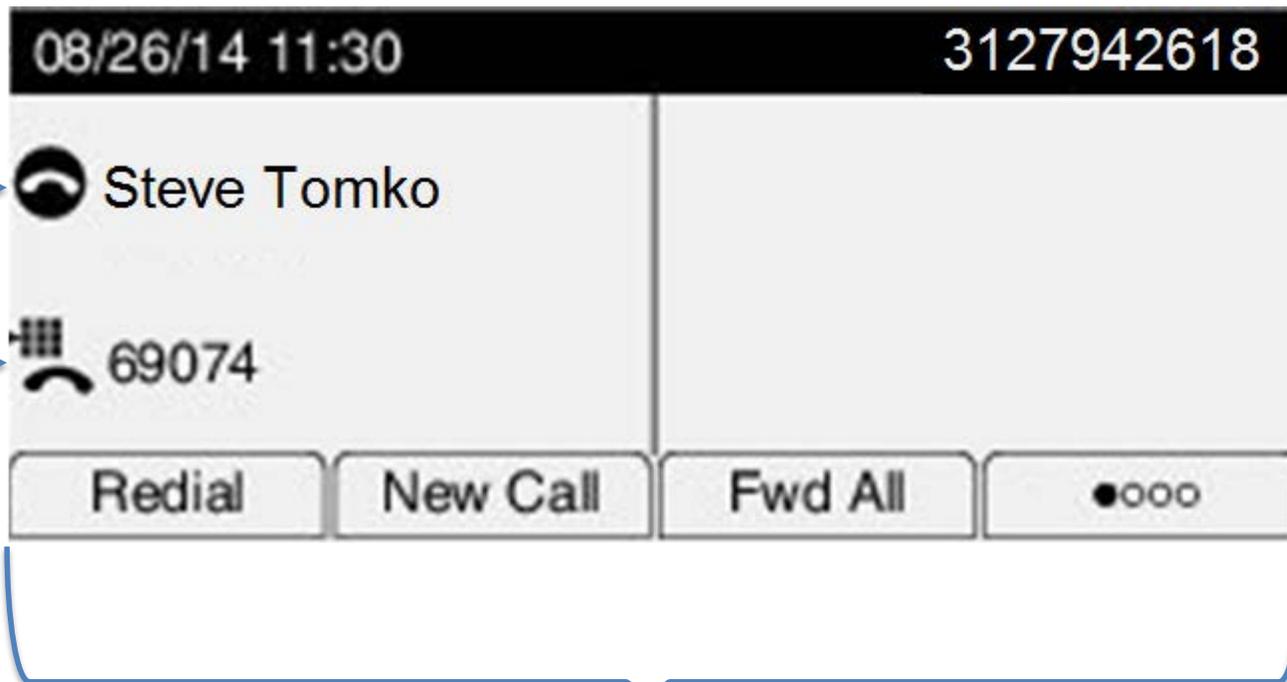
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# YOUR SCREEN: 7841

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

# PLACE, ANSWER, OR END CALLS

- Pick up or hang up the handset, OR
- Activate the headset or speaker phone, OR
- Use softkeys: **Redial**, **New Call**, **Call**, **Answer** or **EndCall**, where appropriate.
- Dial **9** to get an outside line
- Dial **9911** for emergency services
- **3XXXX** to reach others in the 217-XX3-XXXX area

# 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 

**NOTE:** The icons on this page refer to the 7841. Icons on the 8851 may differ slightly.

# TRANSFERRING CALLS

1. From an active call, Press 
2. Dial the extension or phone number
3. Hang up or press 

**Optional:** To toggle between calls, press **Swap** soft-key before completing Step 3.

**NOTE:** The icons on this page refer to the 7841. Icons on the 8851 may differ slightly.

# BLIND TRANSFER

- Transfer a call without talking to the recipient
  - From an active call, press 
  - Enter extension
  - Hang up to complete the transfer, or press 

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# 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**
  - Hang up to complete the transfer, or press  or the **Transfer** soft-key.

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# CONFERENCE CALLS

- From a connected call, press 
- Dial desired extension or number
- Wait for the call to connect
- Optional: Press **Swap** soft-key to toggle between parties.
- Press  again to complete conference.
- Repeat to add additional participants
  - Max 6 participants

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# CONFERENCE CALLS CONT'D

- Press **Details** Softkey
- Conferencing phone may use **Remove** soft-key to remove selected party from the conference
- For the 8831 Conference Phone, be aware that the **more >** soft key might be used to reach these options

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# USER OPTIONS

## Applications Menu Button

- Ring Type
  - Change the ring tone of your phone
  - **Play, Set, Apply, or Cancel**
- Contrast
  - Change the contrast of your phone display
  - Press the **Save** Softkey or press **Cancel** to exit
- Call History
  - Missed Calls, Received Calls, or Placed Calls
    - If you need to edit the displayed number, press **EditDial**
    - Go off-hook or press **Dial** to place a call

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# USER OPTIONS - CONTINUED

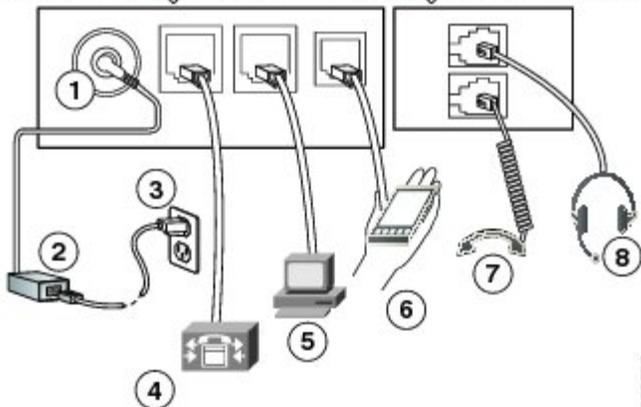
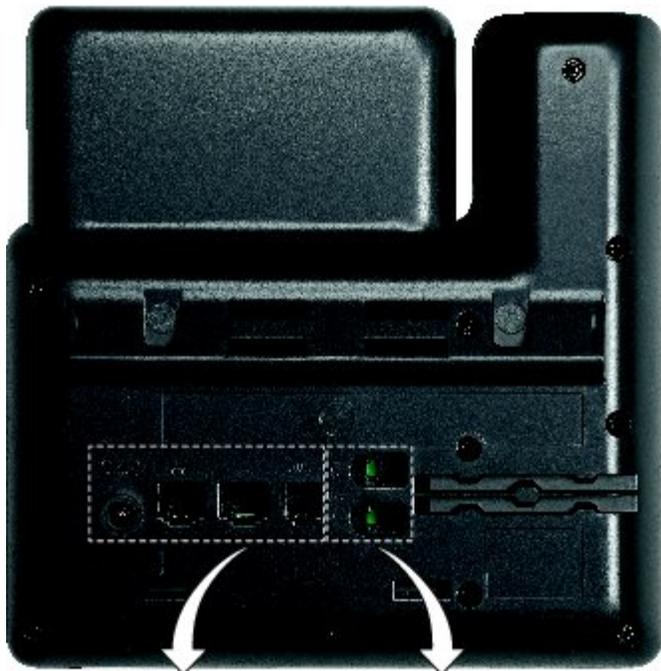
## Contact Menu Button

- Select Corporate Directory
- Search for extensions or people by first name, last name, or extension.
- Search parameters are not case sensitive
- Use your keypad to enter a full or partial name and press **Search**
- To dial, select the listing you want to dial, go off-hook or press **Dial**

**Note:** Only VoIP phone users and users who have direct lines are in the Corporate Directory.

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# PHONE CONNECTION: 7821



- 1 Not Applicable
- 2 Not Applicable
- 3 Not Applicable
- 4 Connect to Network (Power for Phone)
- 5 Connect to PC
- 6 Not Applicable
- 7 Connect to Handset
- 8 Connect to Headset

## SPECIAL NOTE:

- If your PC is not connected to your phone, your PC will not have network connectivity
- If you phone is not connected to your network port, neither your phone nor your PC will have network connectivity
- Power for the phone is through the network cable

# PHONE CONNECTION: 8851



- 1 Not Applicable
- 2 Not Applicable
- 3 Not Applicable
- 4 Connect to Network (Power for Phone)
- 5 Connect to PC
- 6 Not Applicable
- 7 Connect to Handset
- 8 Connect to Headset
- 9 Side Car attachment

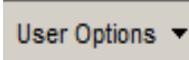
## SPECIAL NOTE:

- If your PC is not connected to your phone, your PC will not have network connectivity
- If you phone is not connected to your network port, neither your phone nor your PC will have network connectivity
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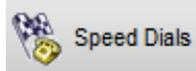
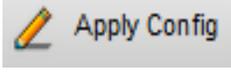
# CHANGING SPEED DIALS

- Users with 7821 model can modify up to 10 speed dials accessible when using the **Down** button on the navigation pad
- Must go to the User Portal web page
- Login using your Illinois.gov user credentials

# CHANGING SPEED DIALS STEPS

- Open up a browser (Internet Explorer or Firefox)
- Go to <https://ccmuser.illinois.gov/ccmuser>
- Login using your **Illinois.gov credentials**
- At the top left, use the User Options drop down: 
- Select Device
- Under “Name” drop down select your appropriate device

*NOTE: YOU SHOULD SEE YOUR MODEL NUMBER AND PERSONALIZED DESCRIPTION BELOW*

- At the top menu bar, select 
- Modify your speed dials and abbreviated speed dials appropriately and select  and then 

*CAUTION: BY SELECTING “APPLY CONFIG” YOUR DEVICE WILL RESET FOR 5 SECONDS (IF YOU’RE CURRENTLY ON A CALL, IT WILL WAIT UNTIL YOU HAVE COMPLETED THE CALL)*

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Cisco Unity Connection

# VOICEMAIL

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# SETTING UP VOICEMAIL

- This section applies only to users with VM
- Press  Messages button
- Enter the default PIN: 643125
- Set up and personalize your voice message service by following the instructions:
  - Record your name
  - Record your greeting
  - Select a new PIN
- **Important:** Do not hang up until the recording says you have now finished enrollment.

# ACCESSING VOICEMAIL

- From your phone: Press  Messages button and enter you pin
- From another network phone: Press  followed by \* (asterisk)
  - Enter your ID (your 10-digit extension)
  - Enter your PIN

# ACCESSING VOICEMAIL – CONTINUED

- Remotely:
  1. Call your DID number
    - Press \* (asterisk) when you hear the greeting
    - Enter your ID (your **10-digit** extension)
    - Enter your PIN
  2. Call the voicemail number 217-558-7045
    - Enter your ID (your **10-digit** extension)
    - Enter your PIN

# TRANSFER DIRECT TO VOICEMAIL

- Send the person on the line directly to the transfer recipient's voicemail
  - From an active call, press 
  - Press the Asterisk (star) key, and then dial desired extension or number.
  - Hang up to complete the transfer, or press  or the **Transfer** soft-key.

# SPECIAL NOTE TO CENTREX USERS

- You will have new Voicemail boxes after being converted to VoIP
- Your old Centrex Voicemail box will not longer receive voicemails
- You will have 30 days to listen to old voicemails prior to being permanently deleted

To Access old Voicemail:

1. From any phone dial: **312-814-4400**
2. Press \* and Enter in your extension: **XXX-XXX-XXXX**
3. Enter in your pin

# UNIFIED MESSAGING

- Email notification of new voicemail
- Email attachment of WAV file to be played on PC

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Questions?

# HANDS-ON TRAINING

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