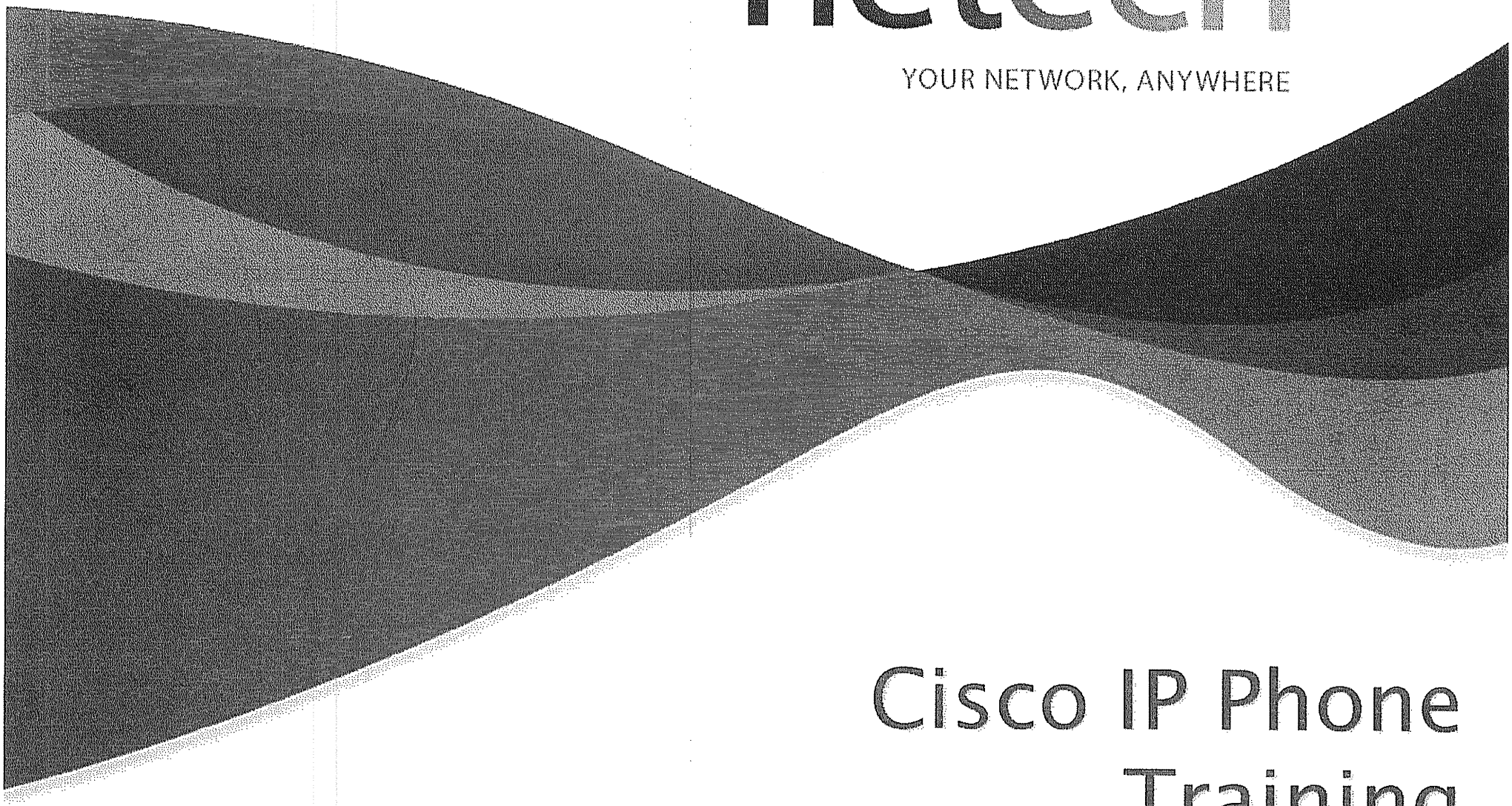
netech

YOUR NETWORK, ANYWHERE



Cisco IP Phone Training

TRAINING OVERVIEW

Cisco IP Phone & Agent Training

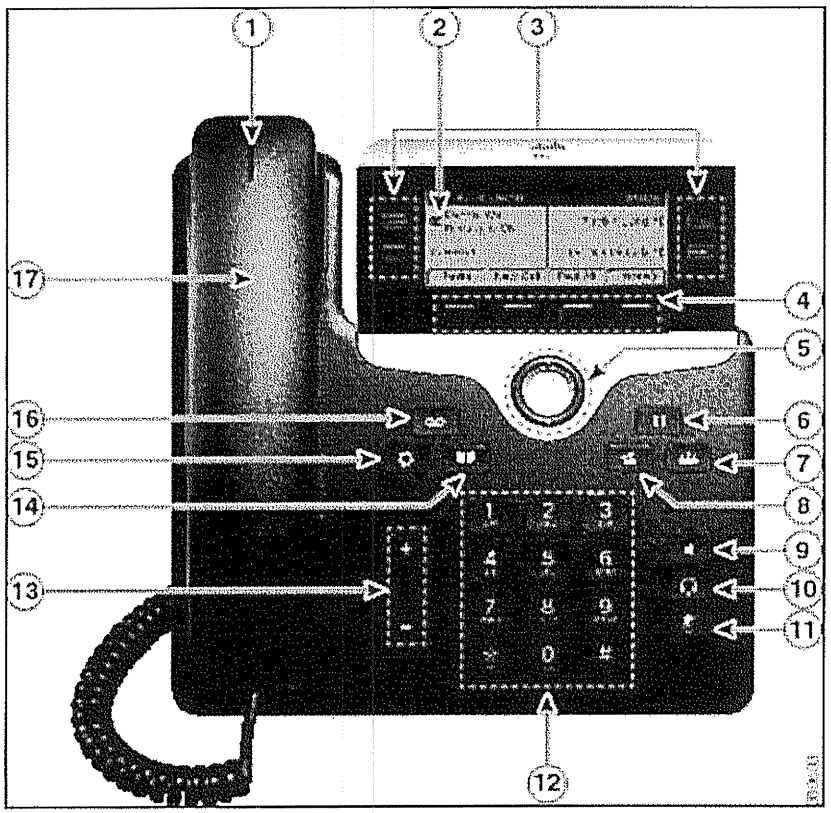
- Cisco IP Phone – 7821 7841 8831, 8851
  - Button review
  - Call Control Features
  - User Options
  - How is my phone connected?
- Voicemail
- Jabber/CCM User – Consolidated Agencies Only

Cisco IP Phone

7821, 7841, 8851, 8831

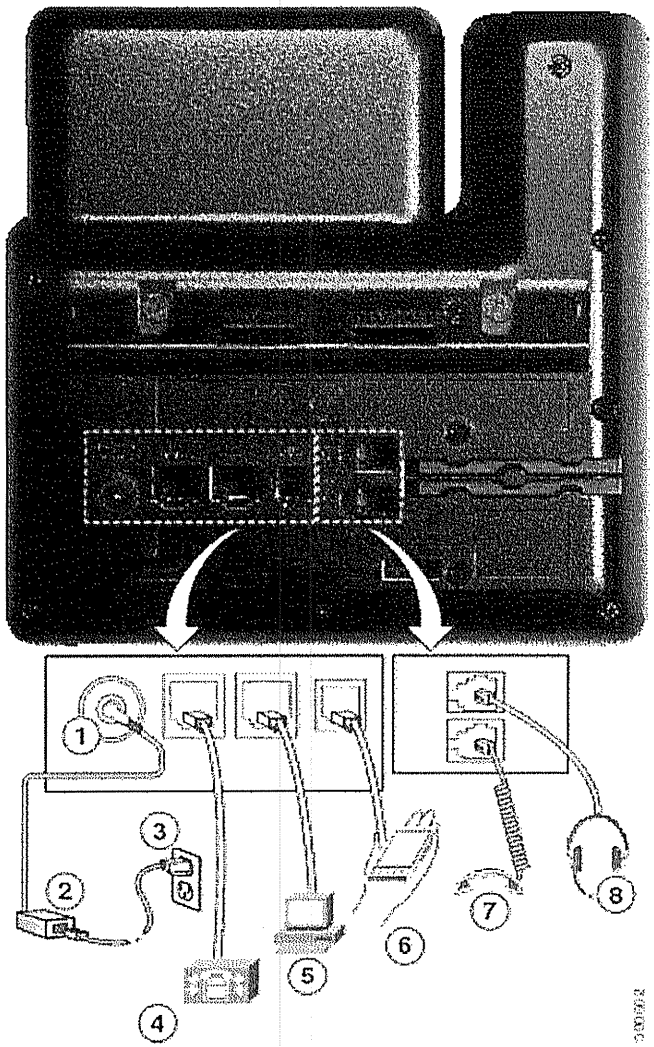
CISCO IP PHONE – 7841

User Reference Guide



1 Handset Light Strip
2 Phone Screen
3 Programmable Feature Buttons
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

PHONE CONNECTION: 7841



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

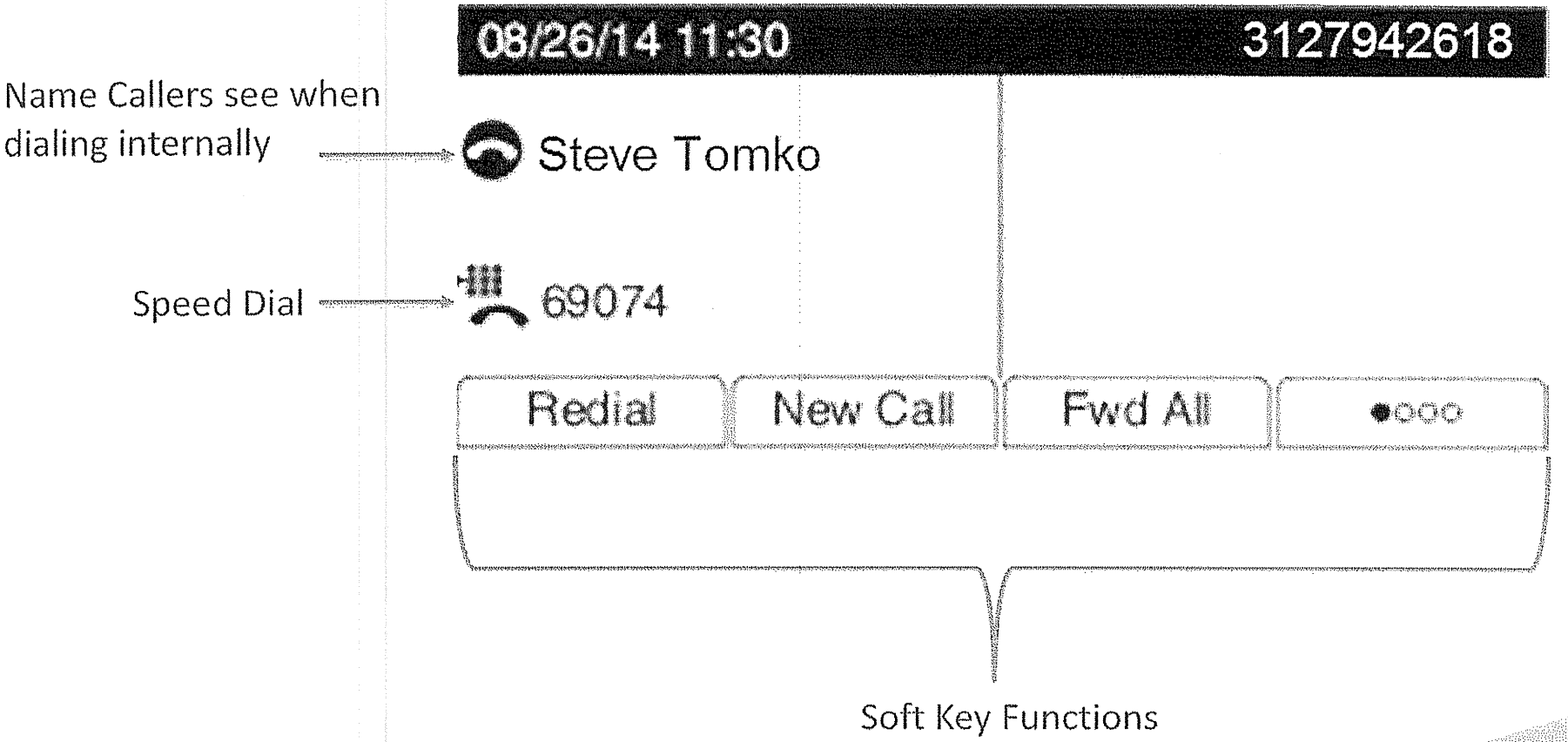
SPECIAL NOTE:

- 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

YOUR SCREEN: 7841

Number a caller sees when calling to the outside world

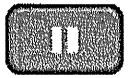
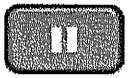
NOTE: This could be different than your extension number



PLACE, ANSWER, OR END CALLS

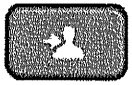
- Pick up or hang up the handset, OR
- Activate the headset or speaker phone, OR
- Use softkeys: Redial, New Call, Call, Answer or EndCall, when appropriate.
- Dial 9 to get an outside line
- Dial 9911 for emergency services
- 3XXXX to reach others in the 217-785-XXXX area

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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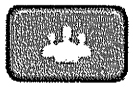
CONSULT TRANSFER

- 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.

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

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

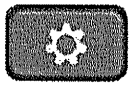
NOTE: The icons on this page refer to the 7841. Icons on the 8851 may differ slightly.

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

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

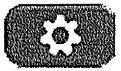
PHONE OPTIONS

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

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

CALL HISTORY

- View your call history
  - Placed
  - Received
  - Missed
- For the Standard phone: 7841
  - Press the "down" button on the control pad
  - Or; press the  button and select **Call History**
- For the Operator Phone: 8851
  - Or; press the button and select **Recents**

BUSY LINE FEED (BLF) SPEED DIALS

- Allows you to see state of phone line (presence)
  - Both icon and light indicator
- Some of you can pickup the line if it is ringing
  - You will hear a tone or see a Red Blinking light
- BLF also acts as a speed dial
- For the Standard phone: 7841
  - Line in Use (Red light /Yellow Presence)
  - Line is Idle (Green)
  - Line is ringing (Red - Blinking)
    - Only if Call Pickup
- Just a regular speed dial (no presence)

CALL PICKUP GROUPS

- Some users are in call pickup groups
- If a phone, belonging to a group rings, all phones are notified
- All phones in the group can pick up the call

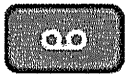
Cisco Unity Connection

VOICEMAIL

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
- 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 (*) key, and then 1, then dial desired 5-digit extension or number
  - Hang up to complete the transfer, or press or the **Transfer** soft-key.