Travis County
8851 IP Phone System

CISCO

Class Objectives

- Phone Physical Attributes
- Phone Calls
  - Making a Call
  - Answering a Call
  - Managing Multiple Incoming Calls
  - Making a Conference Call
  - Transferring a Call
- Features
  - Do Not Disturb
  - Call Forward
- Voice Mail
- Settings Button

Phone Features

Your Extension

Session Keys

Softkeys

Release Button

Hold

Conference Transfer

Speaker (hands-free)

Headset

Mute

Keypad

Navigation Button

Volume Control

Directory Button

Settings Button

Voice Mail

Back Button

Voice Mail Indicator

Placing a Call

Lift handset and dial
-or-
Dial and lift handset

Placing a Call

Press speakerphone button. Dial the number.
-or-
Dial the number, then press the speakerphone button.

Answering the Call

Lift handset
-or-
Press headset
-or-
speaker button

Answering the Call

Select decline for the incoming call to go directly to voice mail.

Managing Multiple Incoming Calls

- Second call comes in
- A beep sounds
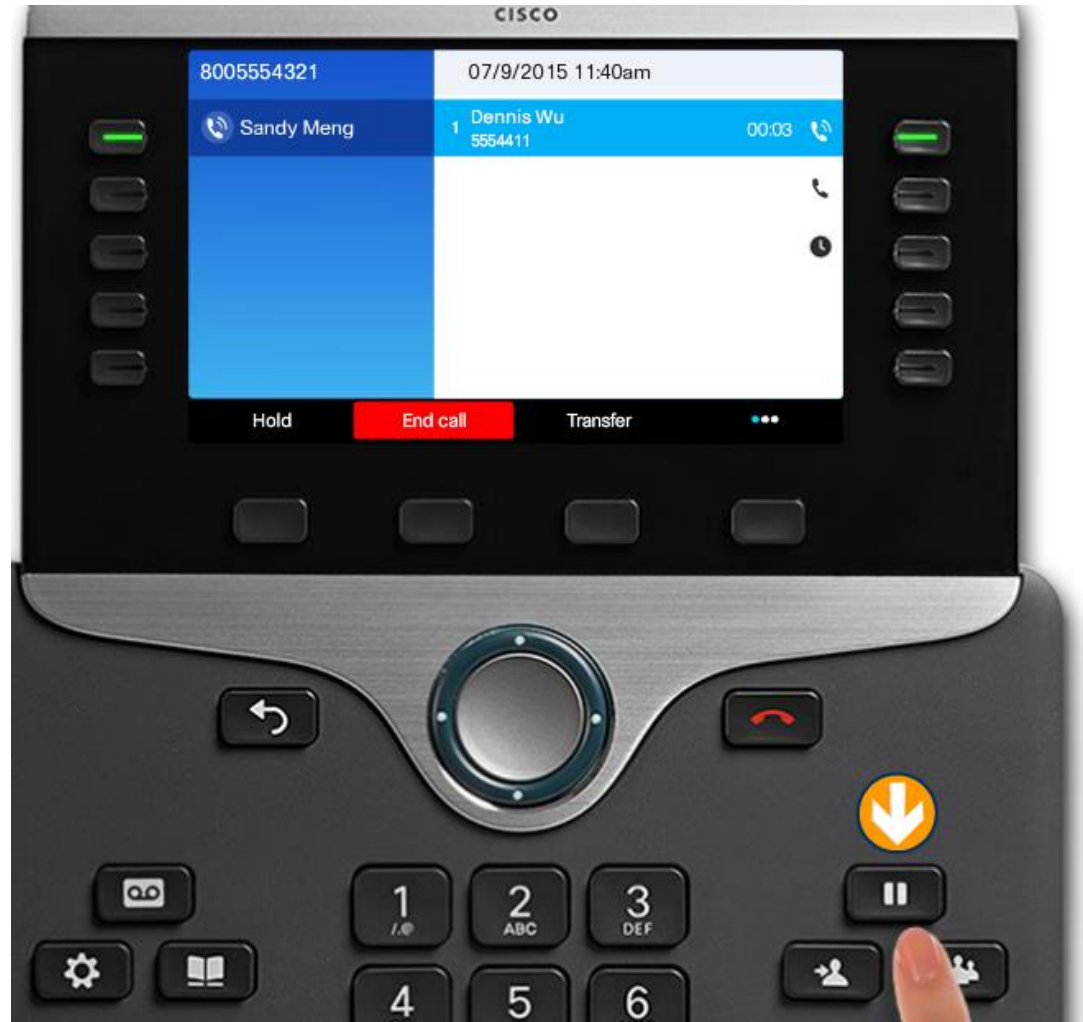- Second line will flash amber

Managing Multiple Incoming Calls

- Press amber button
- First call goes on hold
- Toggle between two buttons as needed

Do nothing – second call will go to voice mail after four rings.

Placing a Call on Hold

- Press **hold** button

  -or-

- Press the Hold softkey

Taking Call Off Hold

- Press the **Resume** softkey

      -or-

- Press the Hold Key

Do Not Disturb

- Press **Do not disturb** softkey
- Your ringer will be silenced
- Calls are sent to your voice mail after four rings

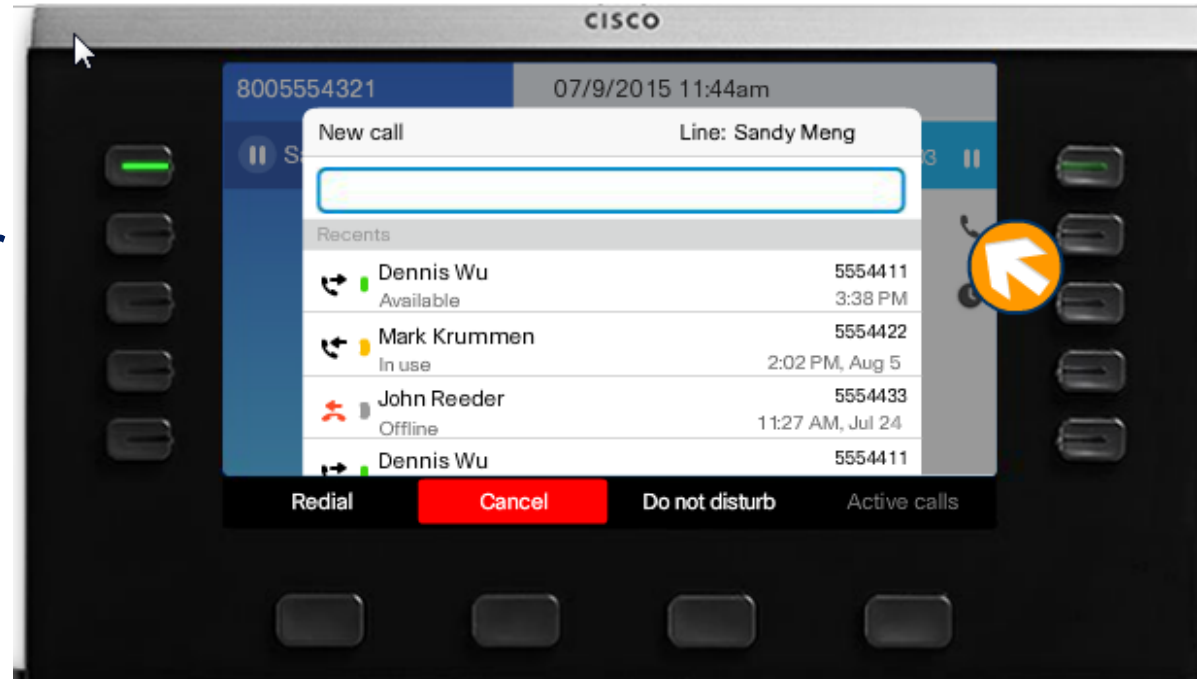There is no a message to indicate do not disturb is active.

Transferring a Call

- Select the Transfer softkey.

Do Not Disturb

- A new line will open
- Dial the number you would like the call transferred to

Do Not Disturb

- **Blind Transfer**
  Immediately transfer the call by pressing Transfer

- **Consulted Transfer**
  Wait for the person to pickup, announce the caller first, then press Transfer

- **Voice Mail Transfer**
  Transfer straight to voice mail by dialing 70 then the five digit extension (704xxxx)
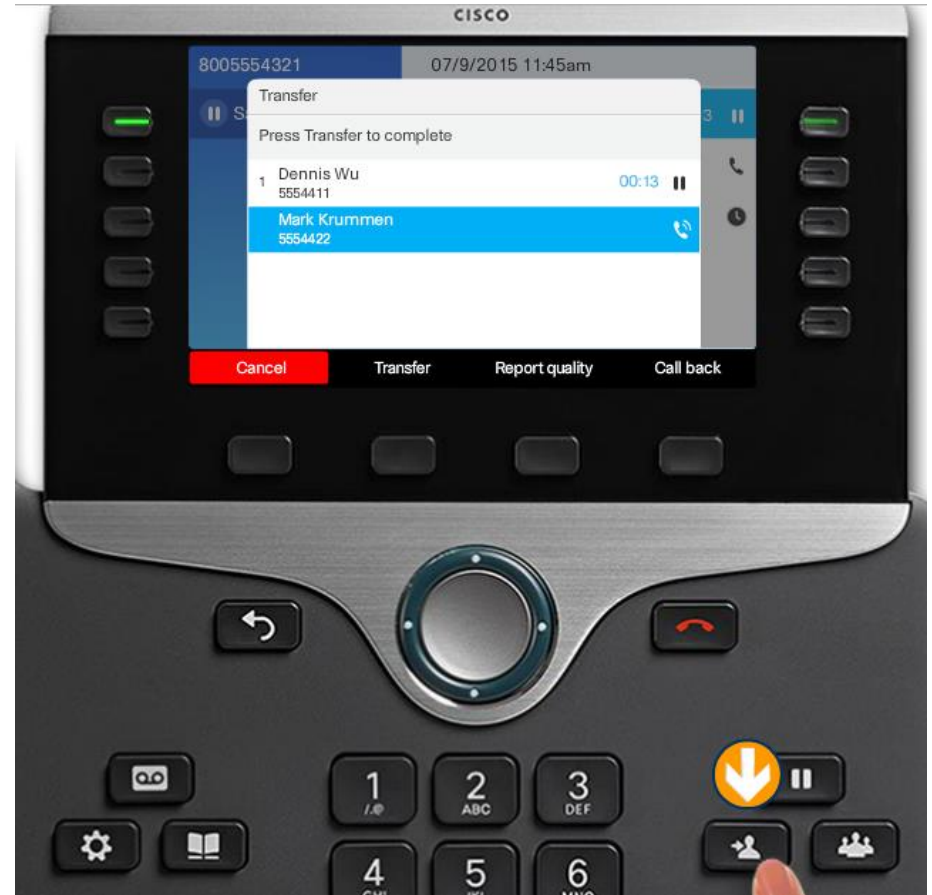
Making a Conference Call

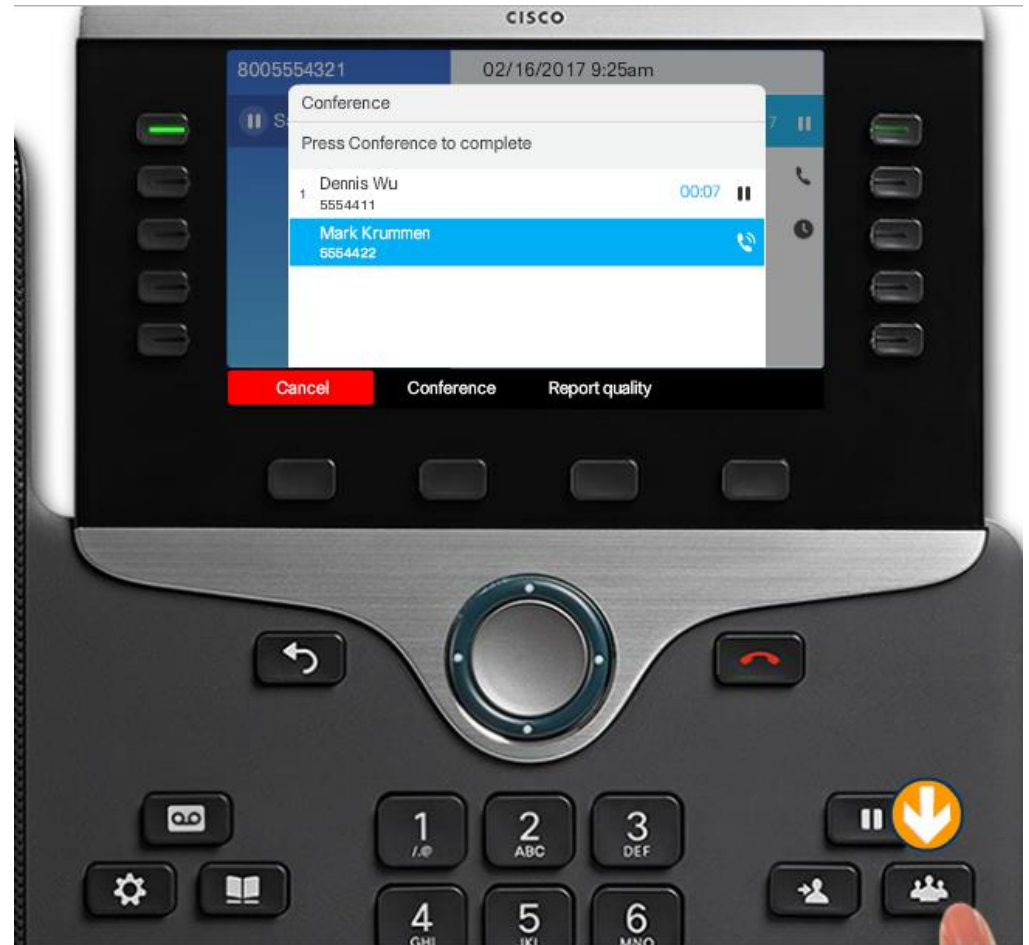- With a caller on the line, press the Conference button
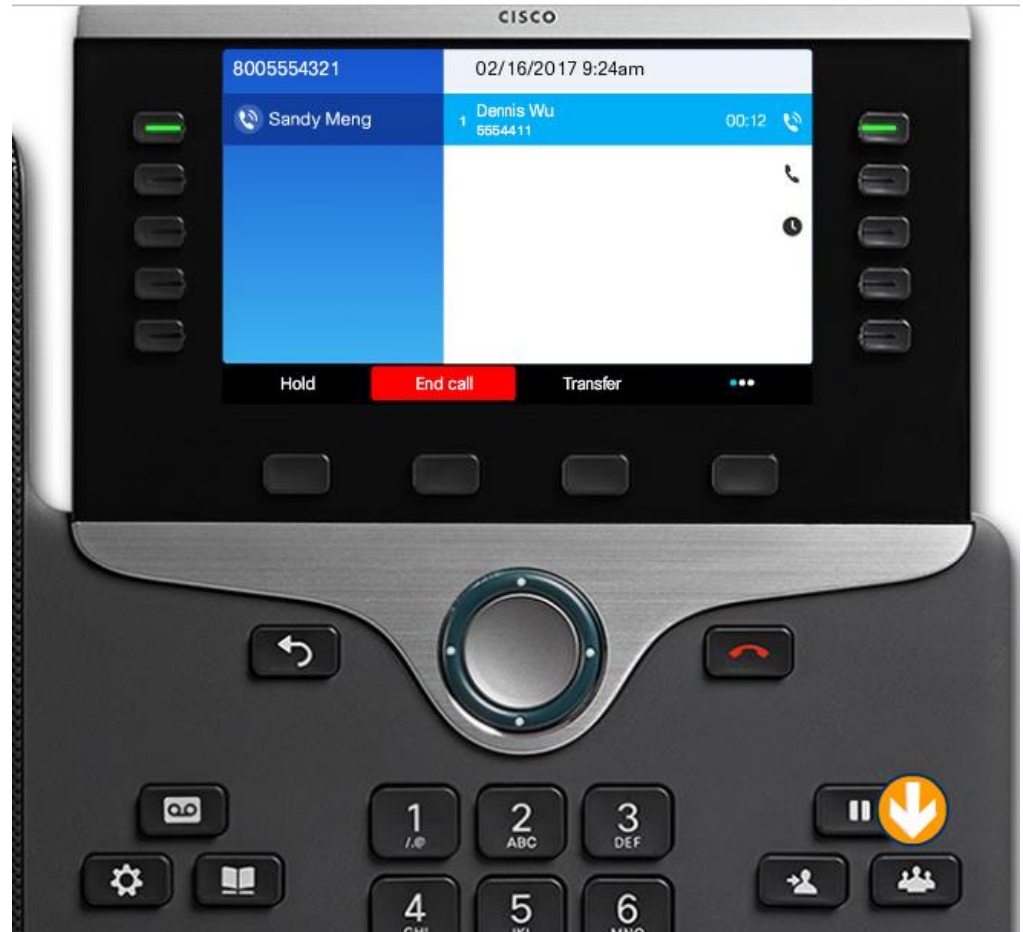
Making a Conference Call

- First caller is put on hold
- New line is open
- Enter next number and call

Making a Conference Call

- Press Conference Call button again
- All parties will be joined into one call
- Repeat as needed

Viewing Conference Participants
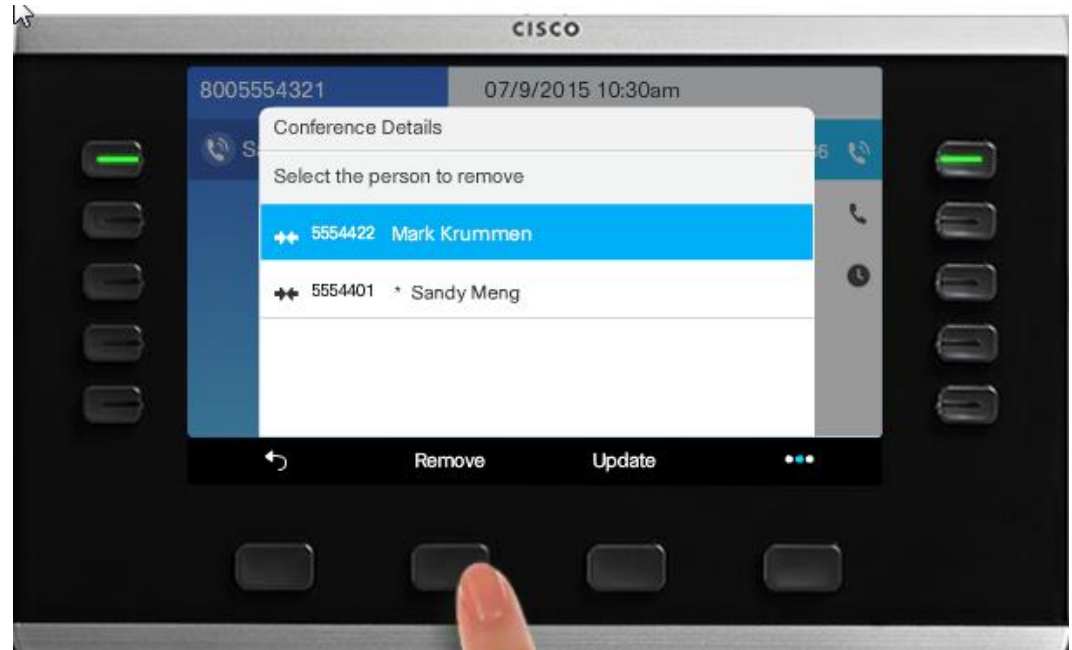
- Press *Show detail* softkey

Viewing Conference Participants

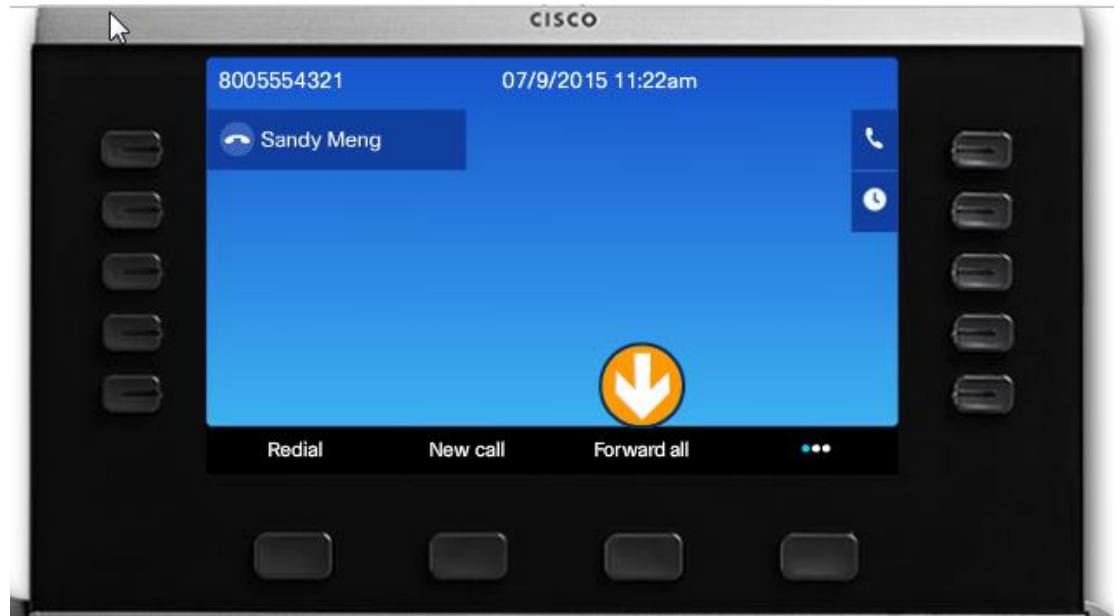- A list of participants will appear

To remove participant
- Highlight person
- Click Remove softkey

Forwarding Phone

- Press *Forward all* softkey
- Dial the phone number you want to forward your calls to

Forward your calls to voice mail by pressing *Forward all* softkey and then the Voice Mail button.

Forwarding Phone

The display will indicate where the phone is being forwarded.

Forwarding Phone

- Press the *Forward off* softkey to turn off

Voice Mail

The red light on the handset

An envelope displayed near your extension's primary line

Voice Mail

First Time
Set Up

- Press the Voice Mail button.
- The system will prompt you through the setup process.
- Your *default voice mail password is 1 + 5 digit extension.*
- Voice mail requires **at least** 5 digits password. (No repeating digits more than once and no patterns.)

Voice Mail

- To listen to messages from your phone, press the Voice Mail button

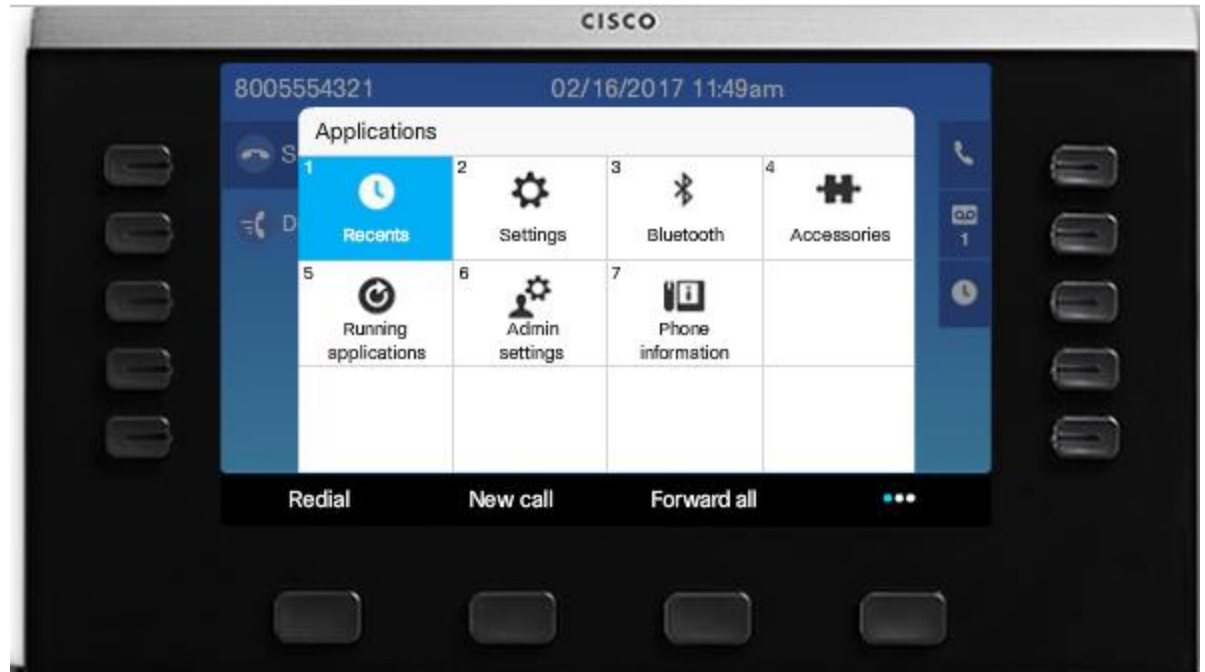- Enter your 5 digit password
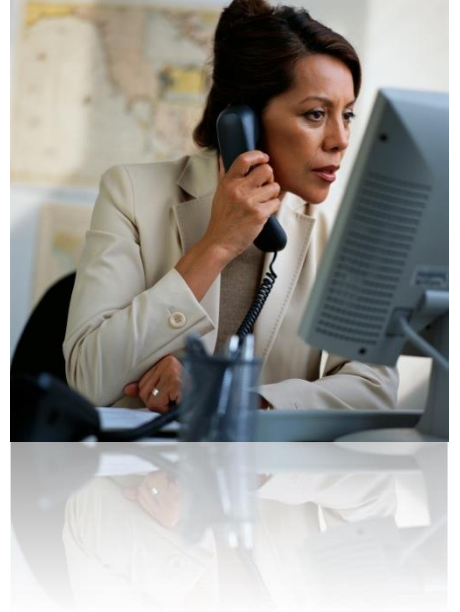
Voice Mail

To listen to messages from outside the office:

- Dial 512-854-1840
- Enter five digit extension
- Enter PIN

Viewing Call History

- Press Settings button 🔲

- Select Recents

- Using Navigation button, view the last 150 calls

Viewing Call History

- Using Navigation button, view the last 150 calls

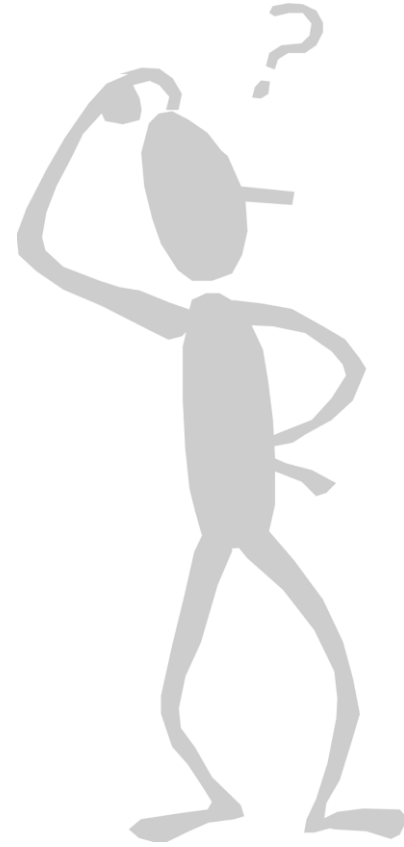- To return call, highlight call and press Call softkey

Settings

- Press the Settings button ⚙

- Using the Navigation button, select Ringtones or Wallpaper

Any Questions?

Final Thoughts