


# Cisco 8800 Basic Handset Training



# Basic Dialing Information

- You no longer need to dial 9 for an outside number
- Call for Emergency: 911
- Dial an Internal Extension: dial the 4 digit extension.
  - All internal extensions may be found in the *Company Directory* located under the **Contacts** button  on your phone
- Dial a Local or Long distance number:  
dial 1+XXX-XXX-XXXX or XXX+XXX-XXXX  
for all toll, local and long distance numbers

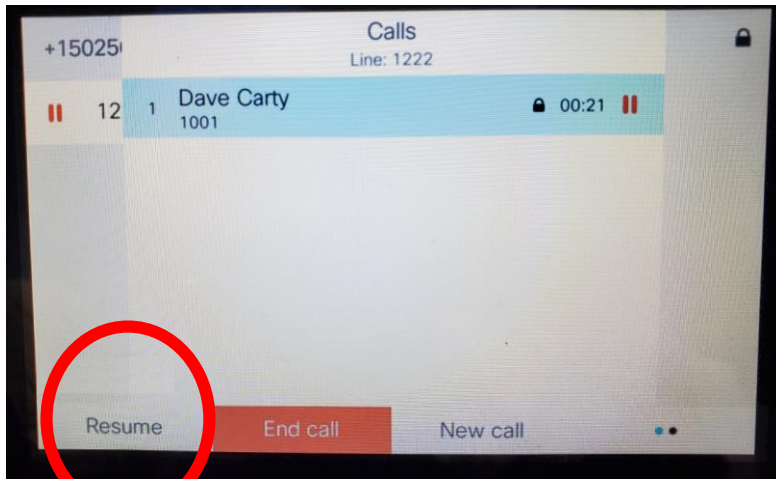
# Phone Navigation

For phone menu navigation you use dark gray “ring” button for up/down and forward/back. You can press the silver center button for ‘ok’/’select’. See image below.



You must use the button either under or beside the screen options. The phone does not have a touch screen.

# Place a Call on Hold or Mute




Resume Soft  
Key

## To Place on Hold

1. Press the **Hold** key,
2. To return to the call, press the **Resume** soft key.

## To Place on Mute

1. Press the **Mute** button. 

The mute button lights when a call is muted, indicating that the other party cannot hear you.
2. To disengage mute, press the **Mute** button again or lift the handset.

# Call Waiting – Multiple Calls

•If you receive another call while on the phone, you will hear a tone and see the caller ID of the new call on the LCD display.

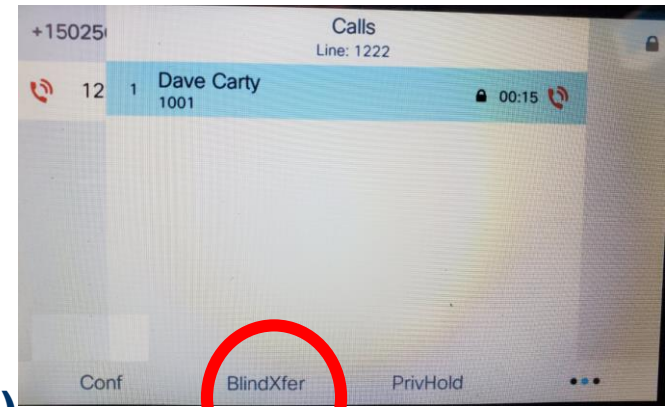
1. Press the **Answer** soft key. This will automatically put your first call on hold and answer the second call.
2. To return to your first call, press the **Hold** button, use the **navigation key** to move up to the first call on the LCD, then hit the **Resume** softkey.




# Transferring Calls: 2 Options

## Blind Transfer (doesn't wait for person to pick up)

1. During a call, press the **BlindXfer** soft key.
2. Dial the number and press the **Call** soft key.
3. The call is automatically transferred.
4. You may hear the “fast busy” sound after the transfer, this is normal for this system.



## Warm Transfer (waits for person to pick up)

1. During a call, press the **Transfer** button. 
2. This places the first call on hold
3. Dial the number to which you want to transfer the call, press call and select conf.
4. Press **Transfer** to complete the transfer.
5. If the person cannot take the call, hit **Resume** soft key to return to original call.

**BlindXferSoft  
Key**

# Call Fwd.

## Forward All Calls

1. Press **Forward** soft key.
2. Press select after highlighting **Forward all**.
3. Toggle the Forward all to **on** with the right or left navigation, then highlight the Forward all number and enter the number you wish all your calls to be forwarded to.
  - 1+XXX-XXX-XXXXor
  - 4 digit internal extension

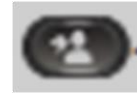
### To Cancel Call Forwarding:

4. Press the **Clr fwd** soft key.

# Transfer and Call Fwd to Voicemail

## Transfer to Voicemail

1. While on a call, press the transfer button
2. Press \*55+four digit extension of users number to transfer to
3. Press Transfer again



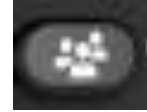
## Forward All Calls to Voicemail

1. Press **DND** soft key for do not disturb. All calls to your extension will be sent directly to voicemail  
To Cancel Call Forwarding:
2. Press the **Clr DND**.



# Conference Calls

1. During a call, press the **Conference button**.
2. Dial the second party.
3. When the call connects, press the **Conference button** again to add the new party to the conference call.
  - The phone system has been configured to accommodate a conference call of seven (6 plus you) individuals.




## **Conference Tips**

- If call does not connect, press the **End Call** soft key and then the **Resume**, to return to your waiting parties.
- To end a conference, all but one party must hang up.
- To transfer a conference call to another telephone, press the **Transfer** key, dial the number to which you want to transfer the call, and press the **Transfer** key again. All parties are transferred to the new phone.

# Call History

## Call History

1. Press the **Settings** button, 
2. Select **Recent**, Option 2.
  - You will see a log of all calls, Missed, Received and Placed Calls.
3. Use the **Navigation Button** to toggle between and select the desired call. To select, highlight the desired call and depress the round button in the center of your navigation bar.
4. Pickup your handset (or push the **Headset** or **Speaker** button).



**Note:** The phone will save up to 50 Missed, Received, and Placed calls. When there are more than 50, the oldest call number is overwritten

# Contacts / Company Directory

## Directories



1. Press the **Contacts** button,
  - Press **1** to select **Personal Directory**
    - The Personal Directory will require the user to add their own records to the personal address book
  - Press **2** to select **All Directories**
    - This will query both **Personal** and **Company Directory**
  - Press **3** to select **Company Directory**

## 2. Using the **Company Directory**

- Enter the search criteria and press submit.
  - First Name
  - Last Name
- To dial, scroll to a listing and select the **Call** soft key.



# Adjusting Volume and Ringtones

## Volume Control

1. Press the **Volume** key while the handset is in the cradle to adjust ringer volume.
2. Press the **Volume** key while off-hook to adjust handset volume or speaker volume.

## Ringtones

1. To change your ringer, press the **Settings** button, press 4 (User Preferences), then press 5 for Ringtone.
2. This will bring up the different Ringtones. Click the Ext 1 – ring tone and view the list of 12 different ringtone options. Arrow down and click play to preview the tone.
3. Once your selection is made, depress the **Set** button.

# Voicemail (VM): How Do I Set Up My Mailbox?



**Messages  
Button**

1. Press the Messages button.
2. Enter your personal passcode.

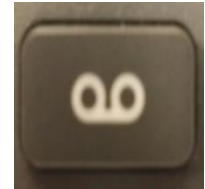
Initial passcode: 181921

You will be prompted to change the passcode the first time you login.

- Must be between 6 and 30 digits.
- Cannot contain 4 or more repeated digits.
- Cannot be repeated patterns.
- Cannot be consecutive 4 digits in a row.

3. Follow the system prompts:

- *Enter a new passcode*
- *Record your name for the prompt*
- *Follow instructions to save your prompt*



# Where are my Voice Mail Messages?

- By default all voice mail message are sent to your Centre College email account.
- Voice mail message will come from [msgs@broadcloudpbx.net](mailto:msgs@broadcloudpbx.net)
- The subject will contain “Voice Message from” and the and the number and caller ID if available.
- Callers will be able to leave voicemail before you’ve completed the voicemail setup. When someone calls your under you voicemail will have a generic user unavailable message.

# Voicemail (VM): Utilizing the Message Options

You can follow the prompts and use the keypad on your phone to manage messages.

- Press 1 to access voice mailbox
  - All voice mail is sent to your email address, this box will be empty
- Press 3 to go to the Greetings Menu.
- Press 8 to change your password
- Press 9 for exit
- Press # to repeat menu

# Voicemail (VM): How Do I update my voicemail setting from another phone?

## From another internal or external phone

1. Dial the Direct Dial Number 1.859.238.6000
  2. During your greeting, press \*
  3. Enter your VM passcode, followed by #
- Press 3 to go to the Greetings Menu.
  - Press 8 to change your password
  - Press 9 for exit
  - Press # to repeat menu



# Self Service Websites – Phone

- End User phone editing
  - Go to: <https://settings.webex.com/>
  - Type your email address, you will then be taken to our Quicklaunch login page.

**Cisco** Webex

Enter your email address

Email Address

Sign In

# Self Service Website

Cisco Webex  
Settings

[My Profile](#)

[My Devices](#)

[Message & Meetings](#)

[About](#)

[Sign out](#)



Stephen Lusk

WEBEX SIP ADDRESS

Stephen.Lusk@trace3.calls.webex.com

MY NAME LABEL

[Get started](#)

- Self Service Page

- My Profile—Reset Voicemail PIN and download the Webex app
- WebEx Calling—Configure voicemail and extension settings
  - Call Forwarding
  - Do Not Disturb
  - Single Number Reach
- My Devices—Allows you to activate Cisco Room devices
- Message & Meetings – opens your Webex Teams in a browser to call and chat

# Support, Q & A, Reminders

- **Help Desk**
  - 5575
  - helpdesk@centre.edu
- **Questions on functionality?**
- **REMINDERS :**
  1. *Set up voicemail on new CISCO phone.*
  2. ***Check and delete old voicemails on old phone system by dialing 5555. When the greeting begins hit \* and then enter your extension. You will be asked for the PIN number you used on the old voice mail system.***