

Cisco Phone Training

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Learning Objectives

The learner will be able to:

1. Identify the three phone models and their features.
2. Understand how to customize the phones.
3. Learn how to answer, place and end calls.
4. Utilize features like Speed Dial and Quick Access.
5. Place calls on hold, transfer calls and forward calls.
6. Complete conference calls.
7. Access the corporate directory and call history.
8. Utilize shared lines and group pickup features.

1.0 Version Control

Version	Date	Person	Change
1.1	October 7, 2015	J. Savage	Initial Document
1.2	August 8, 2018	J. Savage	Page 18

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Cisco UC Phone Models

The new telephone system has 3 available models. The Cisco UC Phone 7821 (2 Lines), the Cisco UC Phone 7841 (4 Lines) and the Cisco UC Phone 7861 (16 Lines).

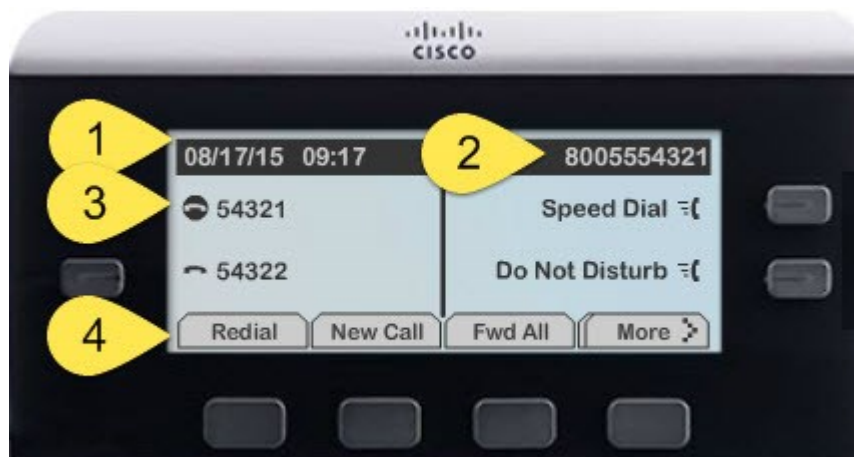
All models have programmable feature keys, dedicated fixed keys for messaging, directory, speaker and two-way navigation plus a built in speakerphone.



Phone Features

The Handset:

There is a handset with a light strip. The light strip flashes when there is an incoming call. The strip has a continuous light when there is a voicemail.



The Phone Screen

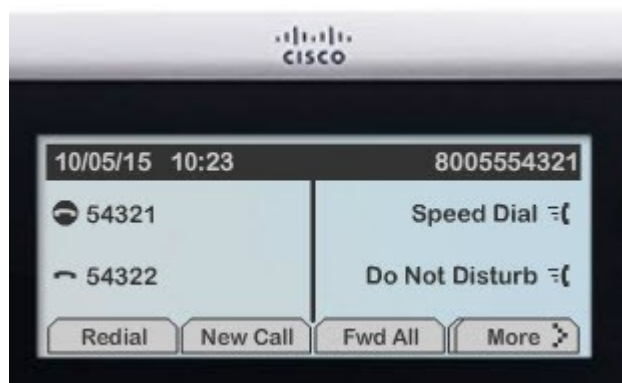
The LCD screen displays several things.

1. The current date and time
2. The telephone number of the phone
3. The line status and caller id
4. The soft key options.
These options will change depending on the status of the phone.

Phone Features

Split Screen

The 4-line phone has a split screen as you can see below.



4 Line Buttons

The 4 buttons can be used for 4 separate phone lines or can be used for additional features such as Speed Dial or Feature buttons (for example, Do Not Disturb).

The buttons can also be used to initiate calls and to end calls.



Illuminated Buttons

The lights are used to indicate the following:

Steady Green: Indicates an Active call.



Flashing Green: Indicates a call is on Hold.

Flashing Amber: Indicates an Incoming Call.



Steady Red: Indicates that a Shared Line is in use.



Flashing Red: Indicates that a Shared Line is on hold.

Phone Features



Soft Keys

The Soft Keys are located under the LCD Screen. Their functions change depending upon the status of the phone. The Soft Keys Options are shown on the bottom of the LCD screen, directly above the Soft Keys.



Navigation Key and Select Button

The Navigation Key can be used to scroll through the options menu. The Select Button is used to highlight and select items in the menu.



Feature Buttons

Feature buttons are the buttons under the Navigation Key and Select Button. They are used to access the following features:

1. Voicemail
2. Applications
3. Directories
4. Hold
5. Transfer
6. Conference

Phone Features



The rest of the telephone base is comprised of the following:

1. Dialing Pad

The number pad used to dial phone numbers and to enter alpha numeric text when prompted in a call.

2. Volume Button

The **Volume** button adjusts the volume of whichever feature is being used at the time.

3. Speaker Button

When selected, the **Speaker** button light indicator will turn green and the speaker phone will be active. To turn it off, it just needs to be selected again.

4. Headset Button

The telephone can be answered using the headset feature. The green indicator light will light up when activated. Also, a headset will appear on the bar next to the date and time indicator on the LCD screen. Select it again to turn on off the function.

5. Mute Button

The mute function can be turned on by selecting the **Mute** button. The indicator light will be red. Simply re-select it to unmute the phone.

Customizing Phone

Customizing Your Phone

You will have the ability to change certain functions on your new telephone, customizing it to better fit your needs.

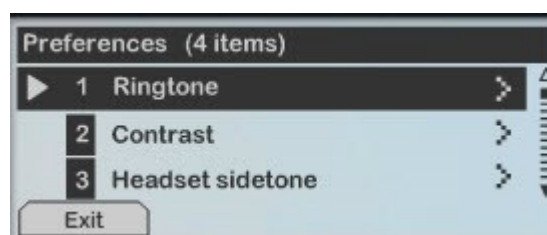
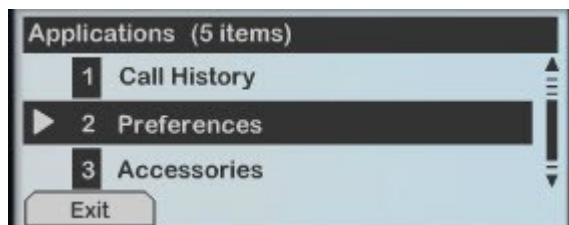
Ringtone:

You can change the ringtone of your phone and how it will sound when you receive an incoming call.

Press the **Applications** key.

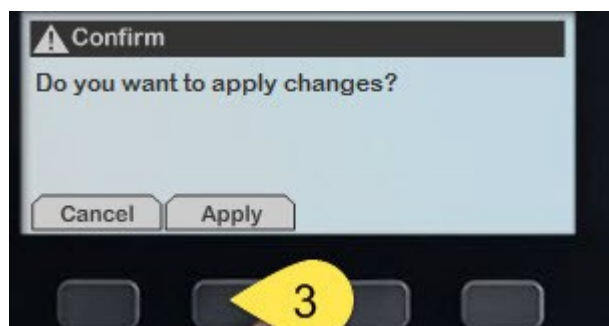


Use the **Navigation Key** to scroll and select **Preferences**, then **Ringtone**.



Use the **Navigation Key** to select a new ringtone (The current selection will have a check mark next to it).

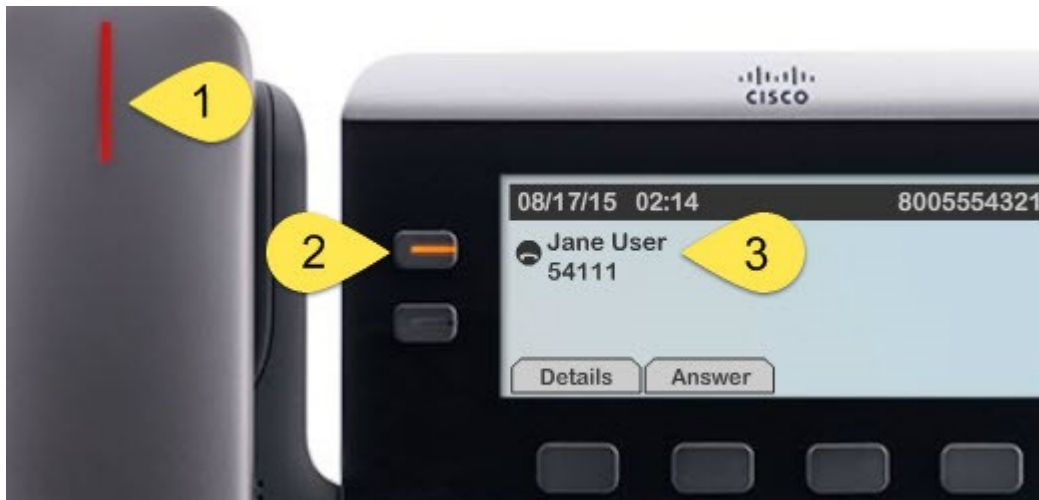
Select the 1. **Play** soft key to preview it, select the 2. **Set** soft key to select it and the 3. **Apply** soft key to confirm your selection. Your new selection will now be checked. Use the **Back Arrow** soft key to return to Preferences Screen/Exit.



Answering Calls

Answering Calls:

There are several indicators on the phone when a call is received. There is 1. a flashing red light on the handset light strip, 2. a flashing amber illumination light on the base of the phone and 3. a flashing icon and caller ID information on the LCD screen.



There are a few different ways that you can answer a call.

1. You can pick up the handset.
2. If you have a headset connected, you can select the Headset button then either A. the flashing line button or B. the **Answer** soft key.
3. If you do not have a headset attached, you can choose to answer on speaker phone by simply selecting either A. the flashing line button or B. the **Answer** soft key. The Speaker Icon will light up green once the call has been answered in hands-free mode.

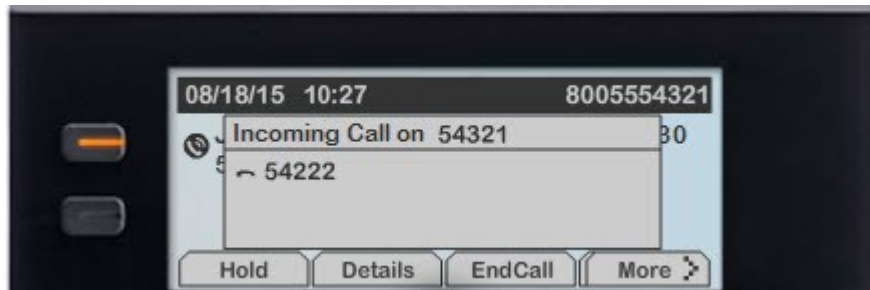
Answering Calls



Answering Second Calls

Answering Second Call

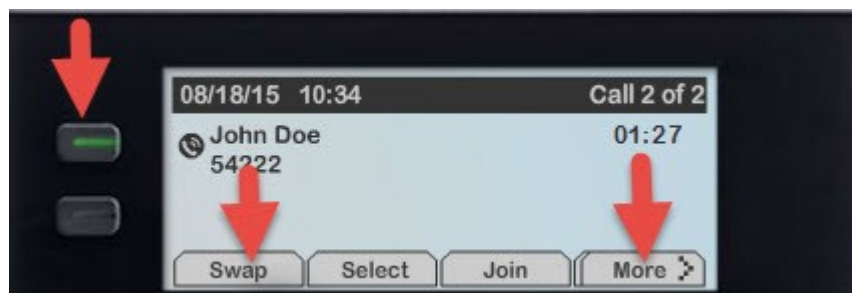
While you are on a call, you may receive a second call on the same line. An alert will pop up on your LCD screen.



When you press the line button, the original call will automatically be placed on hold and you will connect to the new caller. Note that the screen will now say Call 2 of 2.

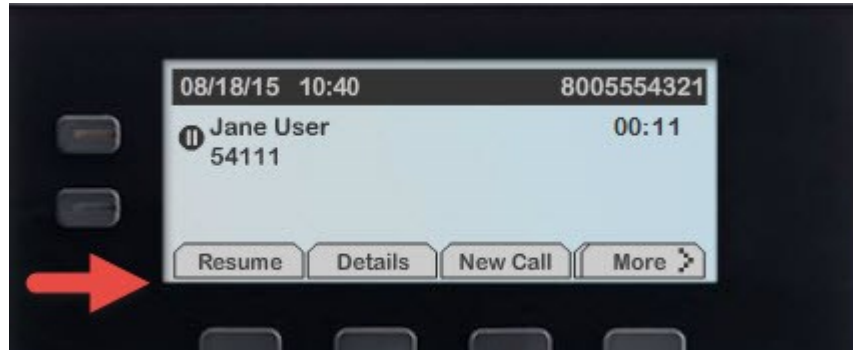


To switch between the two calls, you can either select the blinking line button or you can select the **More** soft key until you see **Swap** and select the **Swap** soft key.



Ending Second Calls

To end the active call, select the **End Call** soft key. To end the call on hold, you must first select the **Resume** soft key, then you can select the **End Call** soft key.



Placing Calls

Placing a Call

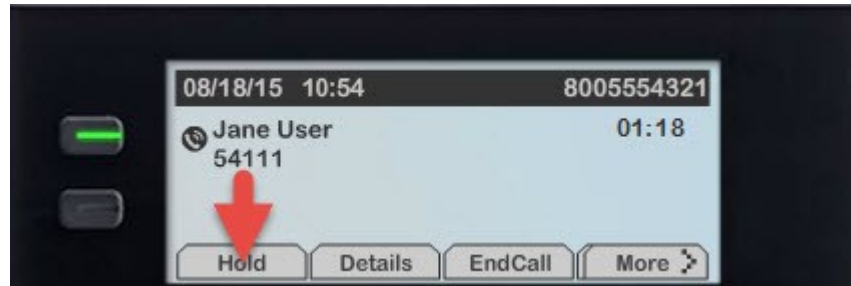
To place a call, pick up the handset, then dial the number using the Dialing Pad. Or, leave the handset on the hook and (1). dial the number using the Dialing Pad. (2). select the Call soft button, the line button, the **Headset** button or the **Speaker Phone** button.



Placing Second Calls

Placing a Second Call

To place a call when you are already on a call, place the original call on hold by selecting the **Hold** soft key. Then select the **New Call** soft key.



Placing Outside Calls and Redialing

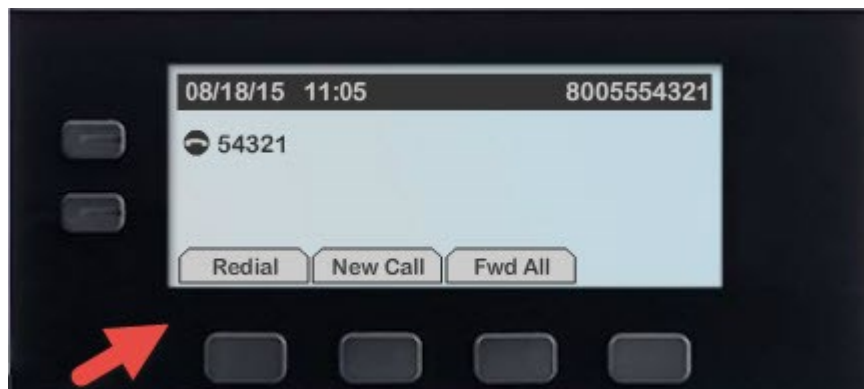
Placing an Outside Call

To place an outside call, use the Dialing Pad to select “9” then type in the ten-digit phone number including area code. Select the **Call** soft key to place the call.



Redial a Call

Use the **Redial** soft key to redial the last number called.



Calling with Speed Dial

To place a call using Speed Dial, simply select the speed dial code you assigned to that number, then the **Speed Dial** soft key.



Quick Access Features

Quick Access Features

To initiate a call, you can press the **Down Arrow** on the **Navigation Key** to view a list of your **Speed Dials**. You can select the number you would like to call, then select the **Call** soft key.



Press the **Up Arrow** on the **Navigation Key** to view a list of the last 5 calls that you placed. Again, you can select the number you want to call then select the **Call** soft key.



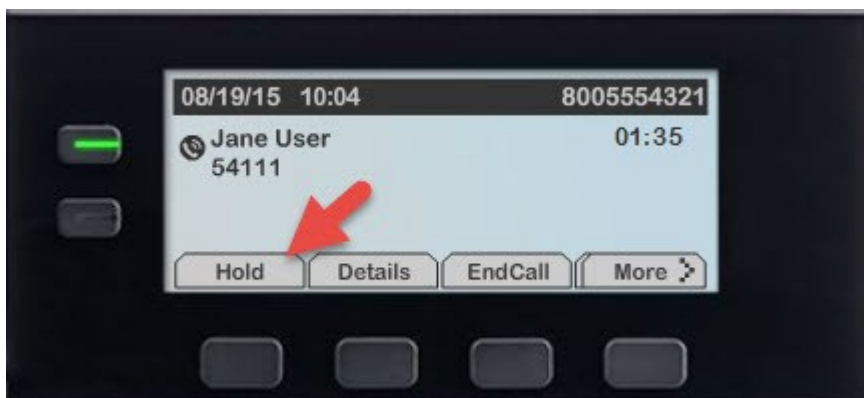
Placing Calls on Hold

Placing Calls on Hold

One way to place a call on hold is to press the **Hold** feature button. The call Indicator will show that the call is on hold as well as the blinking line button. To resume the call, you can either re-select the **Hold** feature button or select the line button.



You can also use the **Hold** soft key to place a call on hold and the **Resume** soft key to resume the call.



Transferring Calls

Transferring a Call

To transfer a call, select the **Transfer** feature button (the call will be placed on hold), then dial the number to transfer using the **Dialing Pad**. Select the **Transfer** feature button again once the recipient answers the phone. You can also use the **Transfer** soft key to transfer the call.



Call Forwarding

You can forward your calls from your primary line to another number. Select the Fwd All soft key and type in the number or extension. To turn off the function, select the Fwd Off soft key.



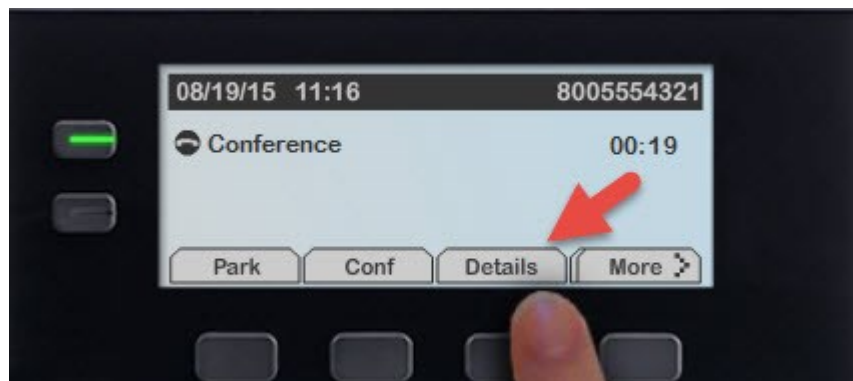
Conference Calls

Conference Calls

Use the **Conference** feature to connect multiple callers to a call. While on a call, select the **Conference** feature button. Enter a participant's phone number. Once it rings, select the **Conference** feature button again. Repeat the process to add more participants to the call.



You can also use the soft keys to initiate and control conference calls. You can add participants from other lines or multiple participants on one line on your phone by selecting the **More** soft key, then the **Join** soft key. To view or remove participants from the conference call, select the **Details** soft key, use the **Navigation** key and **Select** button to highlight the participant, then use the **Remove** soft key to terminate that participant from the call. All participants can hang up their phones to end the conference call.

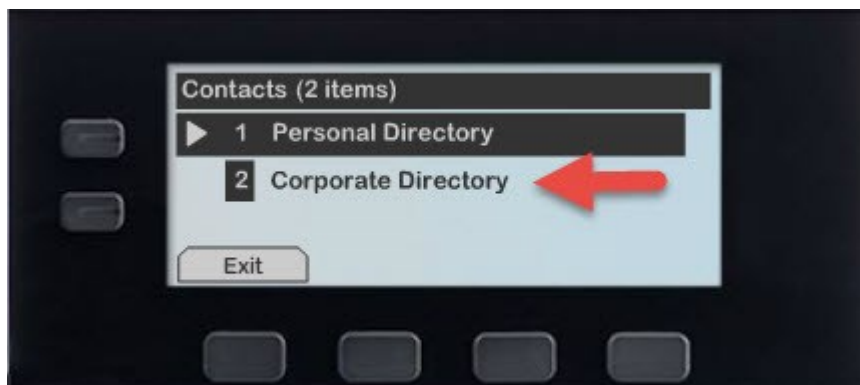


Personal and Corporate Directories

If the feature is enabled on your phone, you can create a **Personal Directory**. Select the **Directory** feature button, then you can set up and maintain your **Personal Directory** using the soft keys and select buttons.

You can also access contacts from the **Corporate Directory**. Select the **Directory** feature button then use your **Navigation** key and **Select** button to access **Corporate Directory**.

Select the **Corporate Directory** and then search by employee first name, employee last name or employee phone number. The system will search Rowan's phone directory and give you options to select based on your search criteria. Select the correct employee from the list using the **Navigation** key and **Select** button.



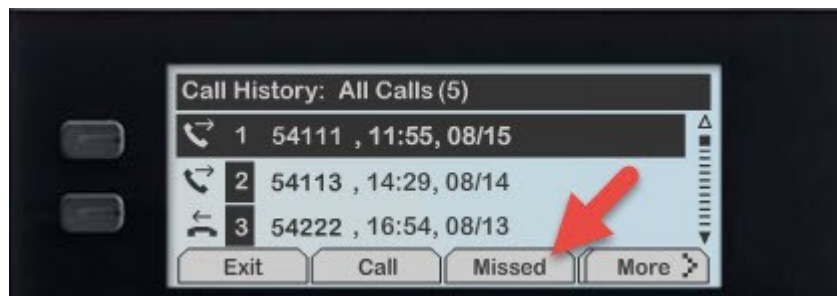
Call History

Call History

You can view calls recently made, received and missed by selecting the **Applications** feature key, then using the **Navigation** key and **Select** button to highlight and select **Call History**.



The last 150 calls will display on the LCD screen. You can choose to view only missed calls by selecting the **Missed** soft key.

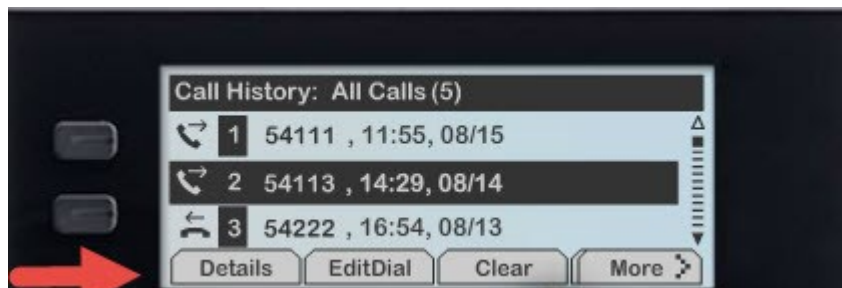


Call History

You can select and call a number from your call history by either using the Navigation key and **Select** button or by selecting the number using the Navigation key and selecting the **Call** soft key.



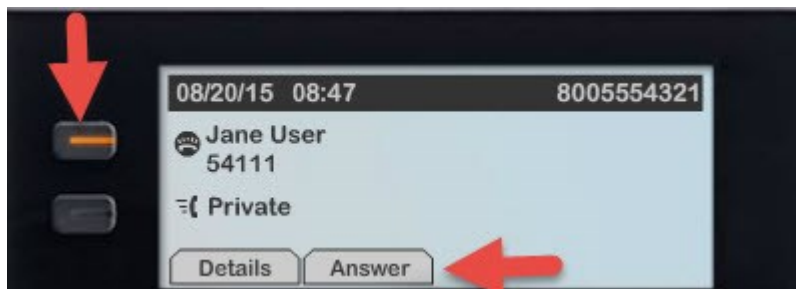
You can use the soft keys to edit the phone number if needed, clear a call or all calls from the history and to view the details of a call.



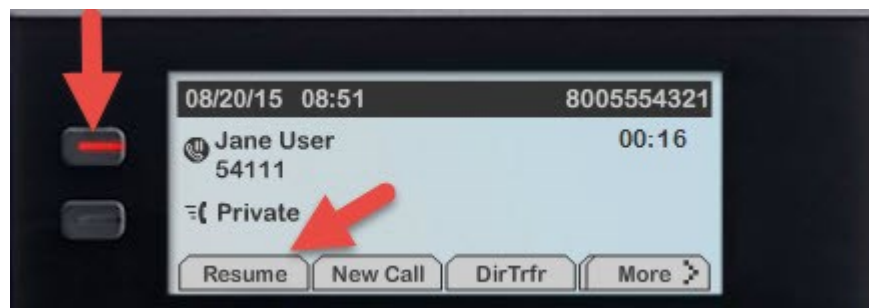
Shared Lines

Shared Lines

If you share a line with another person (or people), your display will be a bit different. When a call comes in, you will both see the flashing amber illumination light on your line button, and you will both have the option to answer the call using the **Answer** soft key.

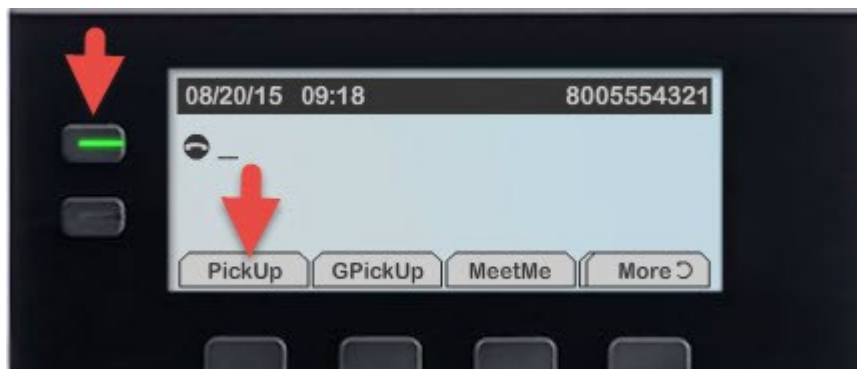


If your co-worker is on the line, the line button will be a steady red light. If your co-worker has placed the call on hold, the line button will flash red. Either one of you can select the **Resume** soft key to take the call off of hold.



Group Pickup

Your phone may be set up so that you can pick up a call that is ringing on a co-worker's line. When you hear the line ringing, select an available line button. If they are in your group, select the **More** soft key and then the **Pickup** soft key. The call will then ring on your phone.



If another extension is ringing from a co-worker not in your group, you can select an available line, then the **GPickUp** soft key. You will need to enter the **Call Group Pickup Code Number** (if this is an available feature on your phone). The call will then ring on your phone.



Additional Resources
