



Cisco Phone User Manual

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CONTENTS

| | |
|---|----|
| BUTTON LAYOUT | 3 |
| PHONE SETTINGS | 4 |
| Volume | 4 |
| Ringtone | 4 |
| Wallpaper | 4 |
| Screen Brightness | 4 |
| Font Size | 4 |
| CALL BASICS | 5 |
| Additional Call Information | 5 |
| Put a Call On Hold | 5 |
| Park a Call | 5 |
| Decline | 5 |
| Do Not Disturb | 6 |
| Call Pickup Group | 6 |
| Transfer / Forward a Call | 6 |
| Forwarding Calls FROM Your Phone (ON-CAMPUS ONLY) | 6 |
| Conference Calling (Ad-Hoc) | 6 |
| Call Log | 7 |
| UCO Directory | 7 |
| VOICEMAIL | 8 |
| Initial Voicemail Setup | 8 |
| Accessing your voicemail from your phone | 8 |
| Accessing your voicemail from OFF CAMPUS | 8 |
| Voicemail PIN | 8 |
| Changing your Recorded Name | 8 |
| Changing your Standard Greeting (main greeting) | 9 |
| Options in the Voicemail System | 9 |
| Alternate Greeting | 9 |
| Recording the Alternate Greeting | 9 |
| Activating Your Alternate Greeting | 9 |
| Deactivating Your Alternate Greeting Manually | 9 |
| Unified Messaging | 10 |
| ANALOG AND USB HEADSETS | 10 |
| MY PHONE PORTAL – MYPHONE.UCO.EDU | 11 |
| PHONES TAB | 12 |
| My Phones | 12 |
| Phone Settings | 12 |
| Voicemail Notification | 13 |
| IM & AVAILABILITY TAB | 14 |
| GENERAL SETTINGS TAB | 14 |
| BLUETOOTH DEVICES | 14 |
| Sync a Bluetooth Headset | 14 |
| Sync a cell phone | 14 |
| Downloading & Deleting the Cell Phone Contact List | 15 |
| Initiating a Cell Phone Call from Your Desk Phone | 15 |
| Moving the Audio of a Cellular Call Between Your Cell and Your Desk Phone | 15 |
| CONTACT INFORMATION | 15 |

BUTTON LAYOUT



1. Incoming Call or Voicemail Indicator

2. Feature and Session Buttons

Use feature buttons (left side) to view calls on a line or access features such as Speed Dial. Use session buttons (right side) to perform tasks such as resuming a held call.

- Green, steady: Active call
- Green, flashing: Held call
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

3. Soft Keys

| | |
|---------------------|--|
| 4. Back | |
| Navigation | |
| Hang Up | |
| 5. Hold | |
| Transfer | |
| Conference | |
| 6. Headset | |
| Speakerphone | |
| Mute | |
| 7. Voicemail | |
| Applications | |
| Directory | |
| 8. Volume | |

BASIC FEATURES

PHONE SETTINGS

You can customize your phone settings to your individual preference for each of the items below.

VOLUME

The Volume bar  is located to the left of the keypad.

To adjust the handset, headset, or speakerphone volume, press **Volume** when the phone is in use.

To adjust the ringer volume, press **Volume** to the left (-) or right (+).

To silence the phone when ringing, press **Volume** left one time. Pressing **Volume** multiple times lowers the ringer volume.

RINGTONE

1. Press **Applications** 
2. Select **Settings > Ringtone**.
3. Select a line. You can select a different ring tone for each extension on your phone.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

WALLPAPER

1. Press **Applications** 
2. Select **Settings > Wallpaper**.
3. Select a wallpaper image.
4. Press **Set** to save a selection.

SCREEN BRIGHTNESS

1. Press **Applications** 
2. Select **Settings > Brightness**.
3. Press the Navigation cluster left or right to increase or decrease the brightness and press **Save**.

FONT SIZE

1. Press **Applications** 
2. Select **Settings > Font Size**.
3. Select **Tiny, Small, Regular, Large** or **Huge**.
4. Press **Save**.

CALL BASICS

You can place a call using any of the following methods:

1. Lift the receiver and dial
2. Hit the **Speakerphone**  button and dial
3. Hit the **New call** Soft Key and dial

TIP: Dial * and then the on-campus extension to go directly to a user's voicemail.

You can end a call using any of the following methods:

1. Hang up the receiver
2. Hit the **End call** Soft Key
3. Hit the red **Hang Up** button

ADDITIONAL CALL INFORMATION

On-Campus Call – Dial the 4 digit extension of the other party

Local Call – Dial 9 followed by the 7-digit number of the other party

Long Distance Call – Dial 9, then 1, then the area code and phone number of the other party. You will then be prompted to enter your long distance code (screen shows "Enter Authorization Code") followed by the # key. After doing so, your call will be connected.

International Call - Dial 9, then 011, then the country code, area code, and phone number of the other party. You will then be prompted to enter your long distance code (screen shows "Enter Authorization Code") followed by the # key. After doing so, your call will be connected if you have been granted international dialing privileges.

Emergency Call – Dial either 911 or 9 followed by 911 to connect with your local 911 dispatch center.

PUT A CALL ON HOLD

You place a call on hold using any of the following methods:

1. Push the **Hold**  Button
2. Push the **Hold** Soft Key

You can resume a call on hold using any of the following methods:

1. Push the **Hold**  Button
2. Push the **Resume** Soft Key

PARK A CALL

Hit the "More" Soft Key (...) and then the **Park** Soft Key

When you park a call, you will be notified which extension is holding the call (for example, the screen will say "Parked at 1850"). Anyone can retrieve a parked call by simply dialing the park number (for example, 1850) from any phone on the Cisco phone system.

DECLINE

When your phone is ringing, you will have a Soft Key option called **Decline**. Hitting this Soft Key immediately directs the call to voicemail. This is similar to hitting "ignore" on most cell phones.

DO NOT DISTURB

If you hit the “More” Soft Key (...) on your phone you will see a **Do Not Disturb** Soft Key. When you hit this button, your phone will go into Do Not Disturb mode and will not ring. Selecting **Do Not Disturb** again will turn it off.

This is a phone-wide feature and cannot be set on a per-line basis if your phone has multiple lines. When the feature is turned on, your phone will not have an audible ring on any line.

NOTE: There is no visual indicator on the phone to tell you whether this feature is enabled. However, if you hit the **Do Not Disturb** Soft Key it will tell you whether you are enabling or disabling the feature.

CALL PICKUP GROUP

If your department is in a pickup group and you need to answer another employee’s call, simply hit the **Pickup** Soft Key. This will redirect the call to your phone (but not auto-answer the call). Once the call is ringing on your phone, you may answer it. If you do not answer the call, it will automatically revert back to the original receiver’s phone after a few rings.

TRANSFER / FORWARD A CALL

Step 1: Initiate the transfer by either:

- a. Hitting the **Transfer**  Button
- b. Hitting the **Transfer** Soft Key

TIP: To transfer directly to a user’s voicemail, dial * and then the on-campus extension in Step 2.

Step 2: Choose whether you will perform a warm or cold transfer:

- a. For a warm transfer, dial the number to which you wish to transfer the call and wait for the recipient to answer the call. You can then provide them with information regarding the call you are about to transfer to them. Then, continue to step 3.
- b. For a cold transfer, as soon as the recipient's line starts ringing, continue to step 3 without waiting for them to answer.

Step 3: Complete the transfer by either:

- a. Hitting the **Transfer**  Button
- b. Hitting the **Transfer** Soft Key

FORWARDING CALLS FROM YOUR PHONE (ON-CAMPUS ONLY)

To forward all calls you receive to another on-campus number:

1. Hit the **Forward all** Soft Key
2. Dial the extension to which you wish to transfer all of your calls

To forward all calls to voicemail:

1. Hit the **Forward all** Soft Key
2. Hit the **Voicemail** button on the phone rather than dialing a phone number

To remove the forwarding, press the **Forward Off** Soft Key.

CONFERENCE CALLING (AD-HOC)

These steps assume you are already speaking to one of the people who will be on the conference:

Step 1: Initiate the conference by either:

- a. Hitting the **Conference**  Button

b. Hitting the **Conference** Soft Key

Step 2: Choose whether you will perform a warm or cold conference:

- a. For a warm conference, dial the number of the person you wish to add to the call and wait for the recipient to answer the call. You can then provide them with information regarding the conference call. Then, continue to step 3.
- b. For a cold conference, as soon as the recipient's line starts ringing, continue to step 3 without waiting for them to answer. This is NOT recommended because the recipient may not answer and you will have effectively conferenced in with their voicemail greeting.

Step 3: Complete the conference by either:

- a. Hitting the **Conference**  Button
- b. Hitting the **Conference** Soft Key

NOTE: Ad-hoc conference calls may have a maximum of 4 UCO participants. If you need more than 4 UCO participants or off-campus participants, contact the UCO Service Desk at 974-2255 or support@uco.edu to find out the options available to you.

CALL LOG

To see a list of the calls you have made, received, and missed, hit the **Applications**  button and then select **Recents**. This will display a list of your calls. You can use the Arrows and Selection Key to select a call and then hit the **Dial** Soft Key to call the person back.

To call an off campus number, you may need to edit the number first before dialing. After highlighting the number you want to call, select the more Soft Key (...) and then select **Edit Dial**. You can then add a 9 or remove the area code.

Below are the possible icons in your call log:

Received—
Placed—
Missed—

UCO DIRECTORY

The UCO Corporate Directory allows you to look up any person on the UCO Cisco phone system by their First Name, Last Name, or Extension.

1. Hit the **Directories** Button
2. Use the Arrow and Selection Keys to choose the **Corporate Directory** (or hit 2 on the keypad)
3. Use the first few letters in the person's first name or last name (or a combination of the two) and hit the **Search** Soft Key.
4. Use the Arrow and Selection Keys to choose the person you wish to dial and hit the **Dial** Soft Key.

The Personal Directory option is covered in the Advanced Features section.

VOICEMAIL

INITIAL VOICEMAIL SETUP

1. Hit the **Voicemail**  button on the phone
2. Enter the default PIN of **123654**.
3. You will be prompted to perform the following:
 - a. Record Your Name – Record your name (first and last). If you do not create a full greeting (next option), this is what will play for callers. “Sorry, <your recorded name> is not available”.
 - b. Record Your Greeting – You will be asked to record a greeting. Should you choose to record one, this will be used instead of your recorded name when someone reaches your voicemail box. Typical recorded greetings are “You have reached the voicemail box of <your name>. I am unable to take your call right now but if you will please leave your name, number, and a brief message I will return your call as soon as possible.”
 - c. Set your Voicemail PIN – Your PIN must be a minimum of 4 digits. You will be asked to enter your new PIN twice to verify it.
 - d. Select Directory Listing Preference – This setting determines whether you are listed in the Dial-By-Name Directory for the university. By default, everyone is listed. If you do not want people to be able to reach you through the Dial-By-Name Directory, hit 1 when prompted and you will be unlisted.

ACCESSING YOUR VOICEMAIL FROM YOUR PHONE

1. Hit the **Voicemail**  button
2. Enter your PIN

ACCESSING YOUR VOICEMAIL FROM OFF CAMPUS

1. Dial 974-3100.
2. At the prompt, enter your extension and voicemail PIN

NOTE: This option will not be available until December 16th.

VOICEMAIL PIN

If you have forgotten your voicemail PIN, contact the UCO Service Desk at 974-2255 or support@uco.edu to have it reset.

If you know your current voicemail PIN but would like to change it, access your voicemail box, press 4, 3, 1 and follow the instructions.

CHANGING YOUR RECORDED NAME

To change your recorded name, access your voicemail box, press 4, 3, 2 and follow the instructions.

CHANGING YOUR STANDARD GREETING (MAIN GREETING)

To change your standard greeting, access your voicemail box, then press 4, 1, 1 and follow the instructions.

OPTIONS IN THE VOICEMAIL SYSTEM

Voicemail Keypad Options:

| Action | Key(s) |
|---|----------------------------------|
| Hear new messages | 1 |
| Send a message | 2 |
| Review saved messages | 3 , 1 |
| Delete the current message (goes to deleted messages) | 3 |
| Review deleted messages* | 3 , 2 , 1 |
| Permanently Delete Deleted Messages | 3 , 2 , 2 |
| Change setup options | 4 |
| Change greetings | 4 , 1 |
| Turn alternate greeting on or off | 4 , 1 , 2 |
| Change Voicemail PIN | 4 , 3 , 1 |
| Forward Voicemail | 5 (after listening to voicemail) |

ALTERNATE GREETING

An alternate greeting allows you to record and use an out of office greeting for vacations or holidays without overwriting your Standard Greeting.

You must first record your alternate greeting, then turn it on.

RECORDING THE ALTERNATE GREETING

To record your Alternate Greeting, access your voicemail box then press 4,1,3,3 and follow the instructions.

ACTIVATING YOUR ALTERNATE GREETING

To activate your Alternate Greeting, access your voicemail box then press 4, 1, 2.

You will be asked whether you want to set an end date for this greeting so that it automatically reverts back to your Standard Greeting after the selected date.

If you want to set a specific end date, hit 1 then 9 here instead of #. You will be asked to enter a month, day, and time when you want the voicemail system to revert your greeting back to your Standard Greeting.

To manually switch back to your Standard Greeting at a later date, you may simply hit #.

DEACTIVATING YOUR ALTERNATE GREETING MANUALLY

To manually deactivate your Alternate Greeting, access your voicemail box and hit 4,1,2.

UNIFIED MESSAGING

The new voicemail system is integrated with UCO's email system.

- When you receive a voicemail, an email will be sent to your email inbox with a WAV file attached. You may open this WAV file in Outlook, webmail, or on your smart phone to play your message.
- As soon as the email is marked as read, the voicemail system will be notified and the red voicemail indicator on your phone will turn off (assuming that was the only unread voicemail). The opposite is true as well. If you listen to the message on your phone, the email will be marked as read.
- Deleting the message from either your email or your phone will delete it from the other location as well.

For organizational phones not tied to an individual user, unified messaging is not set up by default. If you would like to forward the voicemail to email, contact the UCO Service Desk at 974-2255 or support@uco.edu with the extension and the desired email account.

ANALOG AND USB HEADSETS

For a wired headset, plug it into the headset port on the back of the phone. When looking at the back of the phone, the port will be on the right side just above where the handset is plugged in.

For a USB headset, plug it into the USB port on the phone. You should receive a pop-up telling you that the headset has been connected.

To use a headset (either wired or USB), hit the **Headset**  button. It is located next to the speakerphone button at the bottom right of the front of the phone.

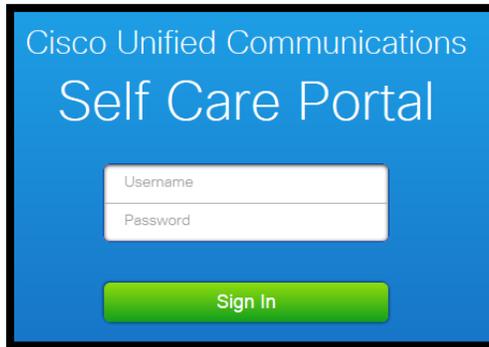
ADVANCED FEATURES

MY PHONE PORTAL – MYPHONE.UCO.EDU

The My Phone or Self Care Portal allows you to control many aspects of your phone's configuration.

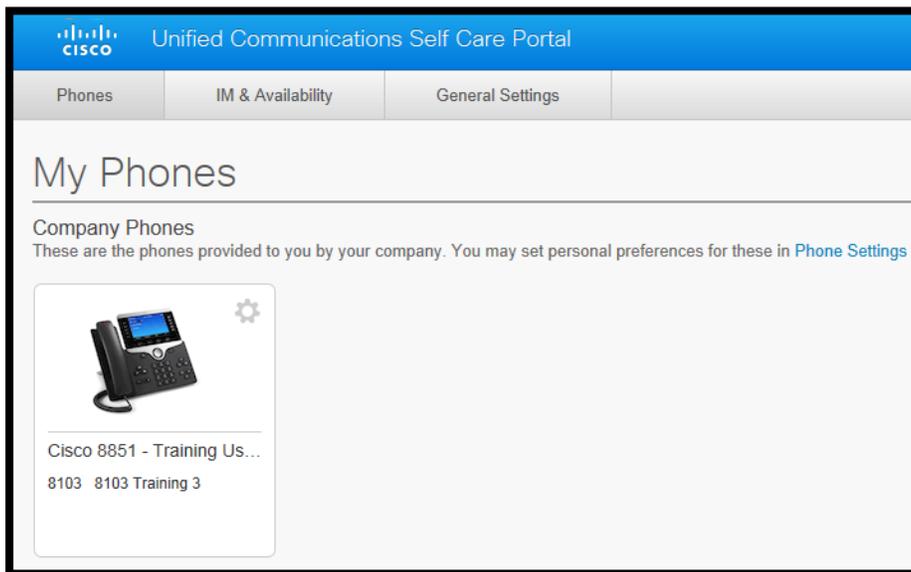
To reach the Self Care Portal, please visit <https://myphone.uco.edu/>.

You should see the following login screen:



Use your computer logon information (username and password) to log into the page.

You will then be presented with the following screen:



The following 3 tabs will be displayed at the top of the screen:

1. Phones – Phone and extension settings
2. IM & Availability – This tab allows you to set Do Not Disturb. You will also be able to adjust your presence availability here when UCO starts to use Jabber.
3. General Settings – Change your Personal Directory PIN

PHONES TAB

MY PHONES

This tab shows you the phones associated with your account. A picture of your phone along with a listing of the extensions on the phone is available.

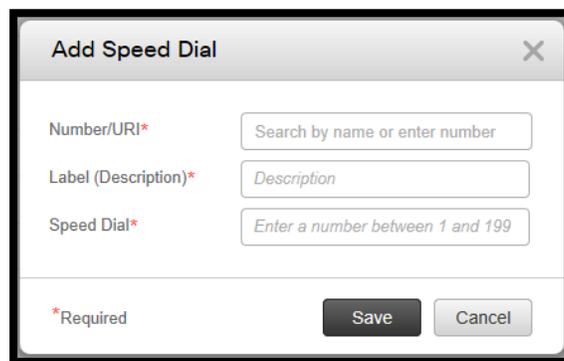
PHONE SETTINGS

You may set your personal preferences by clicking on “Phone Settings”.

SPEED DIALS

The 8851 phone has 5 line buttons that may either be lines or speed dials. (For example, a phone with 1 line has 4 speed dials while a phone with 2 lines has 3 speed dials). You may set your own speed dials.

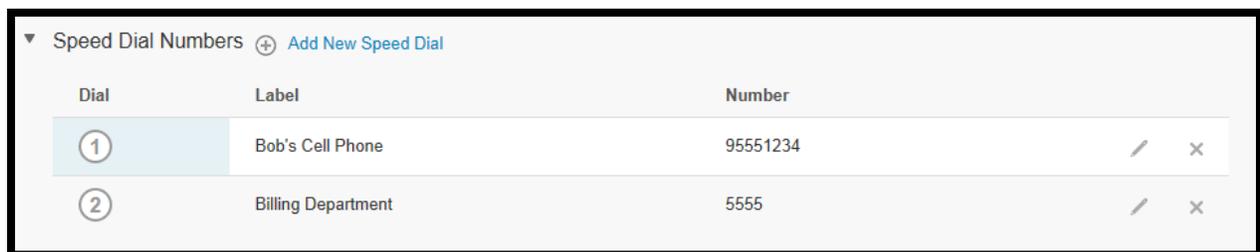
On the Phones tab, choose the Phone Settings menu on the left side. Then click Speed Dials on the right side. Click Add New Speed Dial. You will see the following window:



Number/URI – This is the number that will be dialed when the speed dial button is pressed such as 5555 for x5555 or 95551234 to dial 555-1234. Remember to put a 9 ahead of any outside number.

Label (Description) – This is what will show up on your screen (For Example – Bob’s Cell)

Speed Dial – The number you type in here will determine which speed dial button is used. Putting a 1 in this field will make this your 1st speed dial button, putting a 2 would make it your 2nd speed dial button, etc. When you are done, the screen should look like this:



| Dial | Label | Number |
|------|--------------------|----------|
| 1 | Bob's Cell Phone | 95551234 |
| 2 | Billing Department | 5555 |

NOTE: The system does not stop you from entering more speed dials than you have available here. Remember that you only have up to 4 speed dials (fewer if you have more than 1 line on your phone). Any speed dials entered past the number you have available on your phone will be unusable.

RING SETTINGS

To change what happens when you are on or off a call when a new call comes in:

1. **Do Nothing** – The caller ID will still display on the screen but the line button will not flash, and no audio of any kind will play to alert you to an incoming call.
2. **Flash Only** – No audible alert of an incoming call will be played but the line button will flash.
3. **Ring** – Your line will ring audibly until the call rolls to voicemail or you answer it.
4. **Ring Once** – The line will ring once and then flash continually until the call rolls to voicemail.
5. **Beep Only** (only available when on a call) – When a call comes in you will hear a beep but the line will not ring. This is similar to what most people experience with call waiting on their home phone or cell phone.

VOICEMAIL NOTIFICATION SETTINGS

You can choose how you are notified when you receive a voicemail.

1. Turn on Message Waiting Light – Do you want the light on your handset to light up when you have a voicemail?
2. Display Screen Prompt – Do you want the voicemail icon to appear on your phone screen when you have an unread voicemail?
3. Do you want a tone to be played in your handset if you receive a voicemail while on another call?

CALL HISTORY

You may choose whether your phone keeps a call history. If you have multiple extensions on your phone, this choice can be made on a line-by-line basis.

PHONE CONTACTS (PERSONAL DIRECTORY SETUP & USE)

This is where you can enter contact information for your Personal Directory on your phone. The Personal Directory is a directory accessible only to you. It exists for you to enter your personal or business contact information so that you can search through it in a similar manner to the UCO/Corporate Directory. Any contacts entered here will be immediately available in your Personal Directory.

To add a new contact:

1. Click Create New Contact
 - a. Display Name – How will they appear in your Personal Directory (e.g. Eye Doctor)
 - b. First Name – used for searching your address book
 - c. Last Name – used for searching your address book
 - d. Work/Home/Mobile – Phone numbers for the contact. (Don't forget to put a 9 for public numbers)
2. Click Save

To use the Personal Directory:

1. Hit the **Directory**  Button
2. Use the Arrow and Selection Keys to choose the **Personal Directory** (or hit 1 on the keypad)
3. Log into your Personal Directory

NOTE: You cannot sync your Personal Directory with your Outlook contacts or use a spreadsheet to upload contacts.

- a. The username is your computer username
- b. The PIN is your phone services PIN (this is not the same PIN you use for voicemail).
NOTE: The default PIN is 123654. You can change it under the General Settings tab (instructions listed below).
- c. Your Personal Directory will stay logged in until you hit the **Log Out** Soft Key or your phone reboots.
4. Use the first few letters in the person's first name or last name (or a combination of the two) and hit the **Search** Soft Key. If you want to display the entire directory, hit the **Search** Soft Key without entering any information.
5. Use the Arrow and Selection Keys to choose the person you wish to dial and hit the selection button.
6. You will be presented with the person's phone numbers (home/mobile/work). Use the Arrow and Selection Keys to choose which number you want to dial and hit the **Dial** Soft Key.

IM & AVAILABILITY TAB

Do Not Disturb – Checking this box will put your desk phone into Do Not Disturb mode. Your desk phone will not ring when a call comes in.

Status Policy – If checked, your IM status will note that you are busy if there is a meeting on your Outlook calendar. This setting will be covered in more detail in Jabber training.

GENERAL SETTINGS TAB

Phone Services PIN – This allows you to reset your phone services PIN (not your voicemail PIN). This PIN is used for your Personal Directory.

BLUETOOTH DEVICES

This phone allows you to connect a headset or cell phone through Bluetooth. Before syncing a Bluetooth headset or cell phone to your desktop phone, **you must complete the following steps:**

1. Hit the **Applications**  button and then select **Bluetooth** (Option 3). This will take you to the Bluetooth options page. By default, "Bluetooth" and "Hands-free 2-way audio" are both set to OFF.
2. To use the Bluetooth function, you must turn ***both of these*** on. This must be done before attempting the options below.

SYNC A BLUETOOTH HEADSET

1. Hit the Applications  button. Hit 3 to go to the Bluetooth screen. Hit 3 again to select **Add Bluetooth Device**.
2. Put your headset into Pairing Mode (see the headset's instruction for how to do this).
3. You should see your headset pop up on the 8851's screen. Hit the **Pair** Soft Key and your headset will be paired.

SYNC A CELL PHONE

Intelligent proximity allows you to connect your 8851 with your smart phone. While connected, you have the ability to access your smart phone's contact list and missed calls from the desk phone and initiate calls on your cell from your desk phone while using the desk phone's handset or speakerphone for the audio.

NOTE: You will lose a speed dial button on your desk phone if you sync your cell phone because the desk phone requires a button for your cell phone.

1. Hit the **Applications**  button on your phone and then hit 3 to go to the Bluetooth screen. Hit 3 again to select “Add Bluetooth Device”.
2. Put your cell phone into Bluetooth mode (see the cell phone’s instructions for how to do this).
3. You should see your phone pop up on the 8851’s screen along with a message asking you to verify that the same code is shown on both the cell phone and the desk phone. If this is true, hit the **Pair** Soft Key on the desk phone and the **Pair** key on the cell phone.

DOWNLOADING & DELETING THE CELL PHONE CONTACT LIST

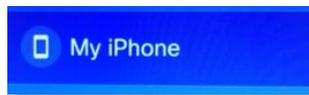
When you initially pair your cell phone with the 8851, you are asked whether you wish to download your cell phone’s contact list to the phone. This will allow you to browse the cell’s contact list even when the cell phone isn’t paired with the 8851. This is useful for informational purposes, however you will not be able to dial directly from this downloaded contact list unless the phone is paired at the time. The contact list will stay on this phone until it is deleted.

To delete a downloaded cell phone contact list:

1. Hit the **Directory**  button on the 8851
2. Scroll down to highlight the cell phone contact list
3. Hit the **Delete** Soft Key

INITIATING A CELL PHONE CALL FROM YOUR DESK PHONE

You should now have a new button on your 8851 similar to the one below with the name of your phone.



This will act like another line on your desk phone. If you want to make a call, simply hit the button to the left of the cell phone icon to select that “line”. Your cell phone will go off hook when you dial, but you will use the 8851’s handset or speakerphone as if it were a desk phone call.

IMPORTANT NOTE: Because you’re technically using your cell phone for the call, dial numbers the same way you would if you were dialing from your cell phone. In other words, DO NOT use a 9. Also, you cannot make 4-digit on-campus calls using your cell phone “line”.

MOVING THE AUDIO OF A CELLULAR CALL BETWEEN YOUR CELL AND YOUR DESK PHONE

NOTE: This requires that your cell phone and desk phone are paired.

If you receive or make a call on your cell phone, you may move the audio of the call between your cell phone and your desk phone. To do so, press the **Move Audio** soft key. This is a toggle button and will move the call back and forth between your cell phone and your desk phone.

CONTACT INFORMATION

For questions about your phone, please contact the UCO Service Desk:

Phone: 405-974-2255

Email: support@uco.edu

Visit: Max Chambers Library, 1st Floor