



Cisco IP Phone 8800 Series Training

January 2019

Using your Phone

This document will provide information on the following:

- Introduce you to your phone
- Place, transfer, forward, and pick up a call
- Set voicemail PIN
- Retrieve, forward, save, and delete voice mail

Quick tip – [to access voicemail from another phone or off-campus:](#)

Dial 714-564-5501

- When prompted for an ID, enter your extension number and press #
- Enter your PIN and press #
- Follow the voice instructions

Contact the ITS Help desk if you need your voicemail PIN reset: 714-564-HELP (4357) or 44357

Getting to Know Your Phone



Placing a Call

There are many ways to place a phone call.

You can simply:

- Lift the **Handset**
- Dial the phone number

Or try one of these alternative:

1. Redial last number
 - Press **Redial** softkey to redial on your primary line or
 - To redial on another line, press the **Line** button first
2. Dial On-Hook
 - Enter a number when the phone is idle.
 - Lift the **Handset** or press **New Call, Headset** or **Speakerphone**.



Dialing the Number

Inside Calls: Dial “XXXXX” extension number
Outside Calls: Dial “9” + the number

Note:

Dial “9” + “1” + the number + Long Distance Access Code --- Dialing long distance number *



Dialing Emergency 911

Emergency Calls: Dial “911” or “9911” to reach the Public Safety Answering Point

A Site Administrator will also be notified that a 911 call has been placed. This will help ensure that the First Responders have access to the location of the 911 caller.



Ending a Call

Depending on how the call was placed (or accepted), do one of the following:

- Hang up the **Handset**
- Press the **Speakerphone** button
- Press the **Headset** button
- Press the **EndCall** softkey
- Press the **Release** button



Answering an Incoming Call

- Lift the **Handset**
- Or, answer with the speakerphone; either:
 - Press the **Speaker** button
 - Press the **Answer** softkey
 - Press the **Line** button for the incoming call
- Or, answer with a headset; either:
 - Press the **Headset** button (If not lighted)
 - If lighted, either:
 - Press the **Answer** softkey
 - Press the **Line button** for the incoming call
- Press the **Mute** button to mute a call or to disengage mute.




Putting a Call on Hold

- Press the **Hold** button.
- To return to the call, press the **Resume** softkey.
- If you have multiple calls on hold:
 - Use the **Navigation Cluster** to select the call to resume
 - Press the **Resume** softkey



Answering a Second Call

- While on the first call:
 - Press the **flashing amber**  line button.
 - Or, press the **Answer** softkey. This automatically places the first call or active call on hold.
- To resume either call:
 - Press the line button for the held call to resume that call and places the other call on hold automatically.
- To end either call:
 - Press the **End Call** softkey for the selected call.
 - After ending either call, press the **Resume** softkey to resume the other call.



Transferring an Incoming Call

- Answer the call.
- Press **Transfer** button. This places the call on hold.
- Dial the number that the call will be transferred to.
- When the dialed number rings, either:
 1. Press the **Transfer** softkey again, or
 2. Wait for the party to answer so you can announce the call, and then press the **Transfer** softkey.
- If the party refuses the call, or the call does not complete successfully, press the **Resume** softkey to re-join the original call.




Transferring a Call to Someone's Voicemail

- Answer the call.
- Press *Transfer* softkey.
- Dial *xxxxx (* and the 5-digit extension of the person you wish to receive the call)
- Press *Transfer* softkey to complete the transfer.

Forwarding all Calls

- To forward all incoming calls to another extension:
 1. Press the **Forward all** softkey.
 2. Enter the telephone number to which you want to forward all your incoming calls.

To verify, a **Forward all**  icon and the number to which incoming calls are being forwarded appears in the line header.

- To Cancel, press the **Forward off** softkey.



Forwarding All Calls to Voicemail

- To forward all incoming calls to voicemails:
 1. Press the **Forward all** softkey.
 2. Press the **Voicemail** button.To verify, a **Forward all** icon and forwarding information appears in the line header.
- To Cancel, press the **Forward off** softkey.



Making Conference Calls

Place a call between 2-to-7 other parties and yourself.

- Place the first call and wait for it to be answered.
- While the call is active, press the **Conference** button. This selects a new line and places the first call on hold.
- Dial another telephone number.
- When the next call is answered, press the **Conference** button to add this person to the conference call. Press the **Conference** button again to speak to both called parties.
- If you wish to add other participants, repeat the steps above.
 1. Maximum participants is 8 (7 other lines and yourself).
 2. To remove a participant, navigate to the participant you want to remove and press the **Remove** softkey.



Changing the Ringtone

1. Press the **Applications** button.
2. Use the **Navigation** cluster button to scroll and select **Settings>Ringtone**.
3. If your phone has multiple lines, select a line and press **Edit**.
4. Highlight a ringtone and press **Play** to play the sample ringtone.
5. Press **Set** to apply the ringtone.
6. To apply the ringtone to all lines, press **Apply To All**.
7. Press the **Exit** to return to the Settings screen.



Accessing, Saving, Deleting Voicemail

1. Press the **Messages/Voicemail** button. If there are new voice messages, a solid red light appears on the handset and **Message** icon in the line label.
2. Enter your password and press **#**
3. Follow the voice prompt to check, save or delete messages
4. To exit Voicemail, press **End Call** softkey.

Note: This also allows you to check voicemail, email, calendar, personal contact, directory or personal option.



When you listen to a new voice message it is automatically saved until you delete it.

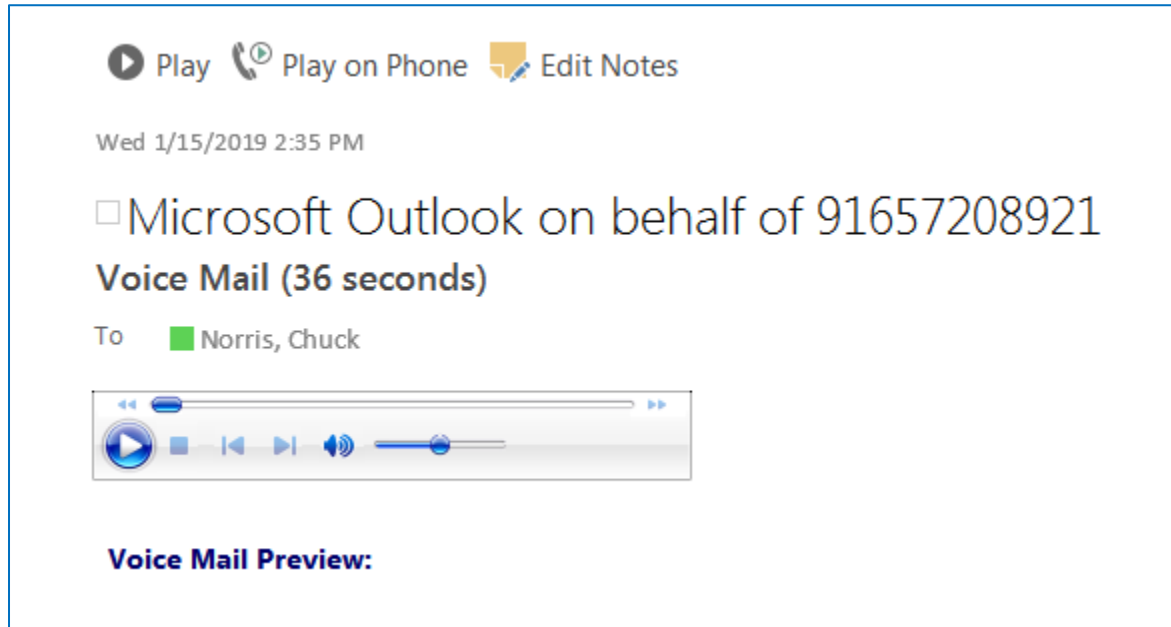
Accessing Voicemail from Another Phone or off-campus

Dial 1-714-564-5501

1. When prompted for an ID, enter your extension number and press #
2. Enter your PIN and press #
3. Follow the voice instructions

Voicemail Retrieval - Microsoft Outlook

- Your Voice Mail Messages will have the subject:
Subject: Voice Mail, Message on behalf of XXXXX (based on the availability of caller ID).
- Click on the **Play** button or **Play on Phone** to listen to your mail message.



VoiceMail Retrieval from Microsoft Outlook Web Access

- Open Internet Explorer, Firefox, Chrome, or Safari
- Go to <https://mail.rsccd.edu/>
- Log on using the following credentials:

Login ID: *network username*
Password: *network password*

- **Your Voice Mail Messages will have the subject:**

Subject: Voice Mail

Important Numbers To Remember

333 Campus - Safety Non-Emergency Number

911 or 9911 - Emergency Dial Number

(714) 564-5501 - Access Voicemail System from off-site

Need ITS Support?

- Online - <https://webhelpdesk.rccd.edu/>
- Phone - 714-564-HELP (4357) or 44357
- Email – helpdesk@rccd.edu