FLORIDA ATLANTIC UNIVERSITY
Charles E. Schmidt College of Medicine

How to forward your office phone

Jeff Clark - 2022-10-17 - COMMUNICATIONS

Link:
https://helpdesk.fau.edu/TDClient/2061/Portal/Shared/FileOpen?AttachmentID=96a5bd8d-4b58-43cc-969e-7affb5747a01&ItemID=73103&ItemComponent=26&IsInline=0

Cisco IP Phone 8800 Series — Quick Start Guide

Your Phone

1. Incoming call or voicemail indicator
2. Camera
3. Feature and session buttons
4. Softkeys
5. Back, Navigation cluster, and Release
6. Hold, Transfer, and Conference
7. Headset, Speakerphone, and Mute
8. Voicemail, Applications, and Directory
9. Volume

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. If you use a locale that reads right to left, the feature and session button locations are swapped.

Buttons illuminate to indicate status:

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

Make a Call

Enter a number and pick up the handset.

Voice Dial

Press Voice Dial or dial "0" and say the name you wish to reach

Setup Voicemail for the first time

1. Press the Voice mail button
2. **Enter the default temporary PIN: 147369**
3. Follow the prompts to setup your name, voice mail greeting, and personalized PIN.
4. Choose a 6-digit PIN that is easy to remember
5. Do not use repeating digits (e.g., 111111, sequential numbers (e.g., 123456), or any part of your phone number

To check voice mail off-campus

1. Dial your full desk phone number (xxx) – xxx – xxxx
2. Wait until the voice mail starts and press *
3. The system will ask you for your ID – enter your 5 digit extension
4. When prompted, enter your PIN, then press #
5. To access your mailbox, press 2

Listen to Your Voice Messages

Press **Messages** and follow the voice prompts. To check messages for a specific line, press the line button first.

Answer a Call

Press the flashing amber line button or pick up the handset

Put a Call on Hold

1. Press **Hold**
2. To resume a held call, press **Hold** again.

Instructions specific to FAU

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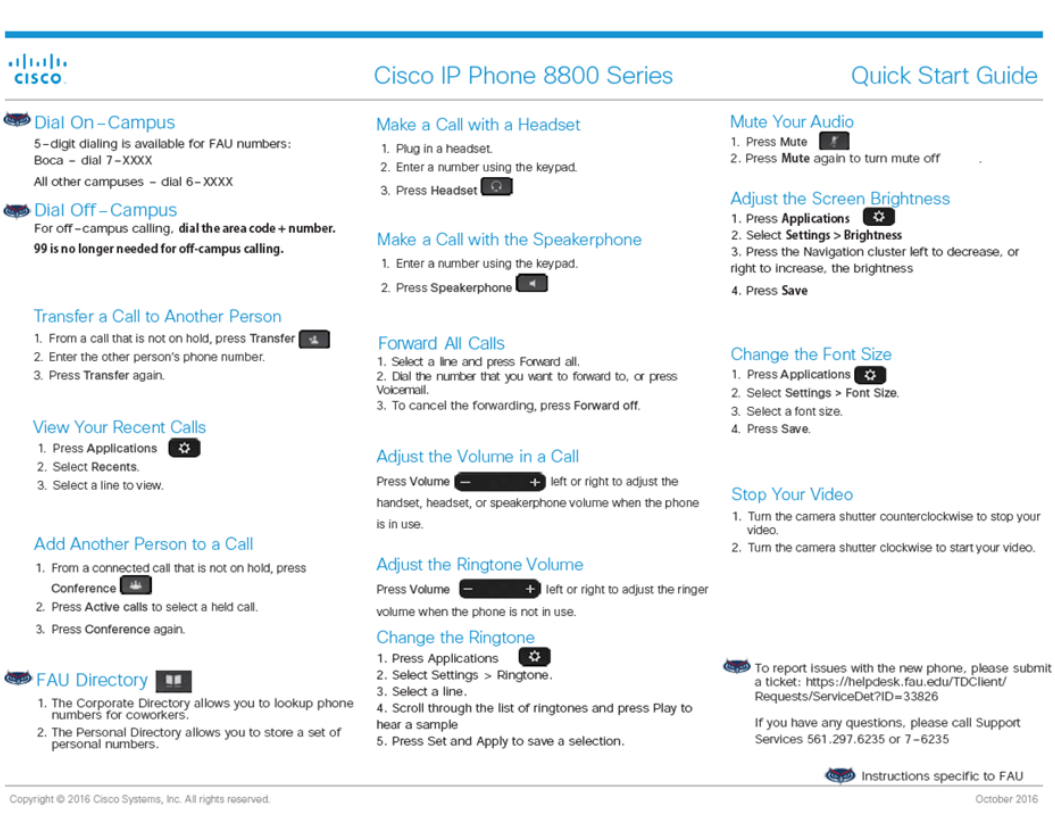

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Dial On – Campus

5-digit dialing is available for FAU numbers:
Boca – dial 7-XXXX

All other campuses – dial 6-XXXX

Dial Off – Campus

For off-campus calling, **dial the area code + number.**

99 is no longer needed for off-campus calling.

Transfer a Call to Another Person

1. From a call that is not on hold, press **Transfer**
2. Enter the other person's phone number.
3. Press **Transfer** again.

View Your Recent Calls

1. Press **Applications**
2. Select **Recents**.
3. Select a line to view.

Add Another Person to a Call

1. From a connected call that is not on hold, press **Conference**
2. Press **Active calls** to select a held call.
3. Press **Conference** again.

FAU Directory

1. The Corporate Directory allows you to lookup phone numbers for coworkers.
2. The Personal Directory allows you to store a set of personal numbers.

Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset**

Make a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone**

Forward All Calls

1. Select a line and press **Forward all**.
2. Dial the number that you want to forward to, or press **Voicemail**.
3. To cancel the forwarding, press **Forward off**.

Adjust the Volume in a Call

Press **Volume** – + left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.

Adjust the Ringtone Volume

Press **Volume** – + left or right to adjust the ringer volume when the phone is not in use.

Change the Ringtone

1. Press **Applications**
2. Select **Settings** > **Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample
5. Press **Set** and **Apply** to save a selection.

Mute Your Audio

1. Press **Mute**
2. Press **Mute** again to turn mute off

Adjust the Screen Brightness

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

Change the Font Size

1. Press **Applications**
2. Select **Settings** > **Font Size**.
3. Select a font size.
4. Press **Save**.

Stop Your Video

1. Turn the camera shutter counterclockwise to stop your video.
2. Turn the camera shutter clockwise to start your video.

To report issues with the new phone, please submit a ticket: https://helpdesk.fau.edu/TDClient/Requests/ServiceDet?ID=33826

If you have any questions, please call Support Services 561.297.6235 or 7-6235

Instructions specific to FAU

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- Tags
- Phone
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