



# VERMONT

## CISCO 8811 USER GUIDE

A GUIDE TO UNDERSTANDING AND USING THE  
FEATURES OF YOUR NEW PHONE



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# CISCO 8811 PHONE BUTTONS



1. **Message** (solid) and **Incoming Call** (flashing) **Light**
2. **Display Screen** call information and feature status
3. **Programmable Feature Buttons** (left side) and **Session Buttons** (right side)  
**Active call: STEADY GREEN**      **Held call: FLASHING GREEN**  
**Incoming call: FLASHING AMBER**      **Shared Line in use: STEADY RED**
4. **Handset**
5. **Back Button** brings you to the previous screen
6. **Voicemail**
7. **Tools** change settings for phone and features
8. **Volume** (on hook) adjusts ringer (off hook) adjusts listening
9. **Directory** access personal and company lists
10. **Key Pad** alpha numeric dialing and menu choices
11. **Headset** turns on/off headset if installed
12. **Mute** turn on/off microphone (**STEADY RED** when off)
13. **Speakerphone** push to activate (**STEADY GREEN**)/deactivate
14. **Soft-keys** engages features as listed above each button
15. **Navigation Pad & Select Button** scroll, select menu options
16. **Release Button** disconnects from an active call
17. **Hold Button** places an active call on hold
18. **Conference** initiate and add participants to a conference call
19. **Transfer Button** send a live call to another line





# CALL HANDLING

**Placing a call:** There are several ways to place a call. Lift the handset, press the headset button, speaker button or **NEW CALL** soft-key.

**To place another call (while the first is still active):** Press the next available session button and dial the number. This will place the first call on hold automatically.

**To call Emergency Services: Dial 911 or 8-911**

**To call any state office (local or long distance):** Dial the 7-digit phone number

**To place a non-SOV local call:** Dial 8 + 7-digit phone number

**To place a non-SOV long distance call:** Dial 8 + 1 + Area Code + 7-digit phone number

**To redial the last number called:** Press the **REDIAL** soft-key

**To place a speed dial call:** While on-hook, enter the speed dial code, press **SOFT KEY 4** (to go to the next page of options), press the **SPEED DIAL** softkey

**Ending A Call:** Replace the handset, press the headset button, speaker button, release button, or **END CALL** soft-key.





## CALL HANDLING, CONT.

**Answering a call:** There are several ways to place a call. Lift the handset, press the headset button, speaker button, **ANSWER** soft-key, or flashing session button.

**To answer another incoming call:** Press the flashing session button or the answer soft-key. This will place the first call on hold automatically.

**To answer a call for a shared line:** Press the ringing line button or flashing session button.

**To place a call on hold:** Press the **HOLD** button

**To transfer a call:** Press the transfer button or **TRANSFER** soft-key, dial the number, as you would call it or press an active session button (if connecting two active calls to each other). Remain on the line to be sure the call connects (this will also provide an opportunity to announce the call to the recipient, if desired), when ready to send the call press the transfer button or **TRANSFER** soft-key again.

- If no answer, busy line or wrong number dialed press the **CANCEL** soft-key, **RESUME** soft-key, **RESUME** soft-key, or the flashing session button to cancel the transfer and resume the call.
- to cancel a transfer after voicemail picks up press the **RED HANDSET** button (not a soft key) then return to the original caller by pressing the **RESUME** soft key. You would then be able to begin the transfer again.

**To switch back and forth between active calls:** Press the **SWAP** soft-key

**To transfer a call to directly to a VoIP voicemail box:** Press \* + 7-digit mailbox number and press the transfer button or **TRANSFER** soft-key again. This will not ring the phone, only transfer from one voicemail box to another and provide a notification to the recipient.



# CONFERENCE CALLS

## To place up to 6-way conference call:

- Place or answer the first call
- Press conference button or **CONFERENCE** soft-key
- Call the next participant (announce the conference, if desired)
- Press conference button or **CONFERENCE** soft-key
- To add other participants repeat the steps above

Please note; these conference calls are ad-hoc and up to 6 users is NOT guaranteed depending on available system resources. If many ad-hoc conferences are underway at the same time, the originator may not get 6 users in the conference. If this happens, using an external conference service is recommended.

## To add an incoming call to an existing conference call:

- Answer the call
- Press conference button or **CONFERENCE** soft-key
- Press the **ACTIVE CALLS** soft-key
- Navigate to the held session button (conference group)
- Press conference button or **CONFERENCE** soft-key

**To view the list of participants:** Press the **SHOW DETAIL** soft-key.

**To remove a participant:** Navigate to the participant you want to remove and press the **REMOVE** soft-key.



# PHONE FEATURES

## Call forward all calls:

- Press **FORWARD ALL** soft-key
- Dial the number where you want all of your calls go, as you would call it or press the **MESSAGES** button if you want all calls to go straight to voicemail without ringing at the phone first.
- To turn off call forwarding all calls press the **FORWARD OFF** soft-key

## Call divert (send an incoming call to voicemail):

- Press the **DECLINE** soft-key

## Do not disturb (disable/enable ringer):

- Press the **DO NOT DISTURB** soft-key to turn it on or off



# PHONE FEATURES, CONT.

## **Self Care Portal:**

To customize your phone with speed dials and other options:

- Go to: <https://svt01cmp001.hcs.vermont.gov/ucmuser>
- Logon instructions are available at: <http://dii.vermont.gov/support/telecommunications/voip>

## **Single Number Reach (SNR):**

Activating, deactivating and scheduling SNR is performed from the [Self-Care Portal](#).

- To move an active call from your desk phone to your cell phone press the **MOBILITY** soft-key then press 1 to send the call to your cell phone.
- To move an active call (that originated as an incoming call to your desk phone) from your cell phone back to your desk phone pick up the handset and press the **PICKUP** soft-key.

Please note; SNR only works for lines it has been configured for. If this service is needed, a request will need to be submitted. (See your technical support staff in your office or visit [LANDesk](#).)





UNITY CONNECTION VOICEMAIL  
MAILBOX ID: 7-Digit Extension  
STARTER PIN: Please Call 828-6620 opt. 1

To call Voicemail from your desk:

Press the [Messages Button](#)

Enter your [PIN](#) followed by #

To call Voicemail from an outside line:

Dial 888-445-2144

Press \*

Enter your [Mailbox ID Number](#) followed by # Enter  
your [PIN](#) followed by #



# UNITY CONNECTION VOICEMAIL , CONT.

MAILBOX ID: 7-Digit Extension

STARTER PIN: Please Call 828-6620 opt. 1

## Main Menu

Press 1 to play new messages

Press 3 to review saved messages

## During Message Playback:

|             |             |              |
|-------------|-------------|--------------|
| Repeat<br>1 | Save<br>2   | Delete<br>3  |
| Slow<br>4   | Volume<br>5 | Fast<br>6    |
| Back<br>7   | Pause<br>8  | Forward<br>9 |
| Cancel<br>* | Help<br>0   | End<br>#     |

## After Message Playback:

|             |              |               |
|-------------|--------------|---------------|
| Repeat<br>1 | Save<br>2    | Delete<br>3   |
| Reply<br>4  | Forward<br>5 | New<br>6      |
| Back<br>7   | 8            | Envelope<br>9 |
| Cancel<br>* | Help<br>0    | End<br>#      |



# UNITY CONNECTION VOICEMAIL, CONT.

## MAILBOX ID: 7-Digit Extension

### STARTER PIN: Please Call 828-6620 opt. 1

Press **2** To send a message  
Record your message  
Enter the extension or spell  
the name of the person or  
distribution list followed by **#**  
Press **#** to confirm  
Press **9 1** to add a name  
Press **#** to send or choose  
from the following:

Message Options:

|                                 |                                      |                               |
|---------------------------------|--------------------------------------|-------------------------------|
| Mark Urgent<br><b>1</b>         | Request Receipt<br><b>2</b>          | Mark Private<br><b>3</b>      |
| Set Future Delivery<br><b>4</b> | Review Message Recording<br><b>5</b> | Re-record Message<br><b>6</b> |
| Add to Message<br><b>7</b>      | <b>8</b>                             | <b>9</b>                      |
| <b>*</b>                        | <b>0</b>                             | Send Message<br><b>#</b>      |



PERSONAL NOTES:



A large, empty rectangular box with a blue border, intended for personal notes.

