

DESKTOP PHONE (CISCO) TRAINING VALIDATION FORM

Trainee:	Title:	Classification #:
Trainer:	Unit:	Date:

DIRECTIONS: Following the format of this training validation form, trainer provides tutorial using application/device. Trainee articulates understanding, applies knowledge and skills, and demonstrates use of application/device(s).

Cisco 7841 Overview





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CISCO 8851



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1. To MAKE a call

- Lift HANDSET. Will automatically select an open line for the call. LINE BUTTON will light up indicating which line has been activated for the call.
OR
- Press any unlit LINE BUTTON. Will activate an open line and the speaker. LINE BUTTON will light up indicating which line has been activated for the call. Picking up the handset will disable the speaker.
OR
- Press NEW CALL soft button. Will activate an open line and the speaker. LINE BUTTON will light up indicating which line has been activated for the call. Picking up the handset will disable the speaker.
OR
- Choose number from CALL HISTORY by using the NAVIGATION BUTTON. SELECT the number by pressing the middle of the Navigation Button. Press the CALL soft key. Picking up the handset will disable the speaker.

2. To ANSWER a call

- Lift HANDSET
OR
- Press SPEAKER button to activate the speaker. Picking up the handset will disable the speaker.
OR
- Press HEADSET (if using headset)
OR
- Press flashing LINE BUTTON. Will activate speaker. Picking up the handset will disable the speaker.

3. To END a call

- Hang up the HANDSET
OR
- Press the SPEAKER button
OR
- Press the HEADSET
OR
- Press the flashing LINE BUTTON.

4. To MUTE a call

- While call in progress, press the MUTE button. Line Button will turn red.
- Press MUTE button again to unmute the call.

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5. To place call on **HOLD**

- While call in progress, press the HOLD button. Line button will turn green. NOTE: Placing a call on Hold commits the call to that specific phone.
- To resume call, lift HANDSET or press SPEAKER then press the corresponding green LINE BUTTON
OR
- Press the corresponding green LINE BUTTON then press RESUME soft key

6. To **TRANSFER** a call

- While call in progress, press the TRANSFER button (will place the call on hold and line button will flash green), dial desired destination number, then press TRANSFER BUTTON again to complete the transfer
- To CANCEL a transfer before completion, press the CANCEL soft key OR press the RESUME soft key OR press the flashing green LINE BUTTON

7. To **PARK** a call and retrieve a **PARKED** call

- While call in progress, press the PARK soft key. Note the CALL PARK CODE that will display on the screen. Parked calls will display red on call station at phones in unit.
- To retrieve a parked call, lift HANDSET and dial the CALL PARK CODE assigned to the call OR select the line from the phone in the unit.

8. To **CONFERENCE** a call

- While call in progress, press the CONFERENCE button (will place the call on hold and line button will turn green)
- Enter the number of phone to participate in conference. NOTE: To have multiple phones participate in the conference call, continue to press CONFERENCE button between phone numbers.
- Then select appropriate phone line to activate the conference call.

9. To **DIVERT** an incoming call

- While phone ringing, press the DIVERT soft key without answering the call
- If currently on a call, use NAVIGATION button to scroll down to highlight the incoming call then press the DIVERT soft key.

10. To **FORWARD** calls

- Press the FWDALL soft key (no tone will be heard) then enter desired number to forward the calls to OR press the MESSAGE/VOICEMAIL button to forward calls to active voicemail
- To cancel, press the FWDOFF soft key.

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11. To use the CONTACTS/CORPORATE DIRECTORY

- Press the CONTACTS button
- Scroll thru Corporate Directory using NAVIGATION button then press middle of the NAVIGATION button to select desired contact
- OR
- Use NAVIGATION button to select SEARCH soft key then use NAVIGATION button to select the desired contact

12. To use CALL HISTORY

- Press the APPLICATIONS button
- OR
- Press 1 on key pad for Call History
- Use NAVIGATION button to scroll to desired number
- Use soft keys displayed to CALL, get DETAILS, CLEAR (clears entire history), EDIT DIAL (to change the selected number), or DELETE (to delete selected number from Call History)

Please sign after training is complete:

Trainee: _____

Trainer: _____