

FAU College of Medicine Support Center

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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>



The diagram shows a Cisco IP Phone 8800 Series with various components labeled with numbers 1 through 9. 1 points to the handset, 2 to the camera, 3 to the feature and session buttons, 4 to the softkeys, 5 to the navigation cluster, 6 to the hold, transfer, and conference buttons, 7 to the headset, speakerphone, and mute buttons, 8 to the voicemail, applications, and directory buttons, and 9 to the volume buttons.

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

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

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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**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 ringtone 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/TDC/Client/Requests/ServiceDet?ID=33826>

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

 Instructions specific to FAU

- Tags
- [Phone](#)
- [voicemail](#)