

## Cisco New Phones User Guide



Cisco Desk Phone 9861 front view

**\*Options 6 & 13 Unavailable at this time.**

Hardware Feature	Purpose
1. Phone screen	3.7" color screen (Resolution 480 × 240)
2. Top 360 LED	Indicates the states of call, message, and the phone.
3. Action button	Press the button to place a service call, such as an emergency call, if configured.
4. Line buttons and programmable feature buttons	Access your phone lines, features, and call sessions.
5. Softkey buttons	Access to functions and services.
6. NFC tag	The location of the NFC tag. Scan the NFC tag to write onboarding information to the phones. The onboarding information can be preconfigured in an industrial NFC writer/reader or a mobile phone running a custom app.
7. Hold/Resume, Transfer, and Conference	Hold/Resume  : Place an active call on hold and resume the held call. Transfer  : Transfer a call. Conference  : Create a conference call.
8. Headset, Speakerphone, and Mute	Headset  : Toggle the headset on. When the headset is on, the button lights up. To leave headset mode, pick up the handset or press Speakerphone  . Speakerphone  : Toggle the speakerphone on or off. When the speakerphone is on, the button lights up. Mute  : Toggle the microphone on or off. When the microphone is muted, the button lights up.
9. Alphanumeric keypad	Use the keypad to input numbers, letters, and symbols.
10. Volume button	Adjust the handset, headset, and speakerphone volume (off hook), and the ringer volume (on hook and when the phone is idle).
11. Favorite, Settings, and Contacts	Favorite  : Access Voicemail, Help Desk list, and message services, if configured. Settings  : Access the settings menu. Contacts  : Access directories.
12. Front Arc LED	Indicates the states of the phone, calls, and messages.
13. Calendar button	Tap the Calendar button to open your calendar. This button is only accessible if your administrator has set up the Calendar service on your phone.
14. Navigation Cluster	The Navigation Cluster consists of the Navigation Ring and Select button. Used to scroll through menus, highlight items and select the highlighted item.

### Placing a call:

Outside the District: Pick up the handset, dial 9 and the 10-digit phone number.

Inside the District: Pick up the handset, dial the 5 digit extension

#### \* PISD Voice Mail Numbers

From district phone: 22189

From outside phone: 469-752-2189

#### Express Messaging

From district phone: 22190

From outside phone: 469 752-2190

#### \* Change Voice Mail Password

1. Login to your voice mail box.
2. Press 0 (mailbox options)
3. Press 5
4. Enter new password followed by the # Key
5. Enter your new password to verify

#### \* Change Your Greetings

2. Login to your voice mail box.
3. Press 0 (mailbox options)
4. Press 1 for unavailable
5. Press 2 for Busy
6. Press 3 for Name
7. Press 4 to record a temporary greeting.

#### \* Accessing Your Voice Mail Box

1. Press the message button on the phone or dial ext: 22189 or 469 752-2189.
2. Enter your voice mail box number followed by the # key.
3. Enter your password followed by the # key

#### Listen or Send a Voice Mail Message

- Press 1 to listen to a new message
- Press 2 to listen to other messages
- Press 3 for Advanced Options
  - Press 1 to Reply
- Press 5 to Repeat the message
- Press 7 to delete the message
- Press 8 to forward to another user
  - Enter the voice mail box #
  - Press 1 to prepend the message and # to send
  - Press 2 to send without a prepend message and # to send
- Press 9 to save the message

#### While listening to a message

- Press # to fast forward
- Press \* to reverse

### Dial on-hook

1. Enter a number when the phone is idle
2. Lift the handset or press one of these: the **Call** softkey, the headset button, or the speakerphone button

### Answering a Call

New call indicators:

- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or press the flashing amber line button, the **Answer** softkey, or the unit headset or speakerphone button.

### Transferring a Call

1. From a connected call (not on hold), press the **Transfer** button.
2. Enter the transfer recipient's phone number. Alternatively, if you have **Speed Dials**, you can press the button next to the speed dial.
3. Press the **Transfer** button  or the **Transfer** softkey (before or after the recipient answers).

### Hold

1. Press the **Hold** button  or Softkey. The hold icon appears.
2. To resume a call from hold, press the **Resume** softkey or **Hold** button.

### Mute

1. While on a call, press the **Mute**  button. The button glows to indicate that Mute is on.
2. Press **Mute** again to turn off.

### New message indicators

- A solid red light on your handset
- "New Voicemail" message on the screen

### Speed Dials

#### Initial setup of Speed Dial

1. Press any unused line button and hold it down for 3 seconds.
2. Scroll to "Speed Dial" option and press "Select"
3. Enter Label for Speed dial and number
4. Select "Save"

### Conference

1. From an active call, press Conference button  or use Conference softkey.
2. Enter the number you want to join and press Dial.
3. Once the call is connected, press Conference again.

## Paging Access

**Paging access from the new phones remains unchanged.** If you're unable to call into the paging system from a desk phone, the issue may be with either the PA system itself or the paging interface connected to the phone system. We need your assistance to help isolate the problem so the appropriate team can be engaged.

Please take the following steps:

- Campus PA system comes with a proprietary handset. Check if paging works using the proprietary handset connected to your campus PA system.
  - If the handset does not work:
    - Contact Facilities to inspect and service the PA system.
  - If the handset works as expected:
    - Contact the Helpdesk to open a Telecom ticket so the paging interface connected to the phone system can be inspected.

### Paging to a classroom phone

Paging to the new Cisco phones by dialing the STAR button followed by an extension from another Cisco phone is not currently supported, as these devices are operating on the district's legacy phone system. We will explore options to restore this functionality once the phones are transitioned to the Cisco-based calling platform in the future. In the meantime, campuses are advised to use their standard on-campus intercom overhead/paging system.

## Panic Alert Button

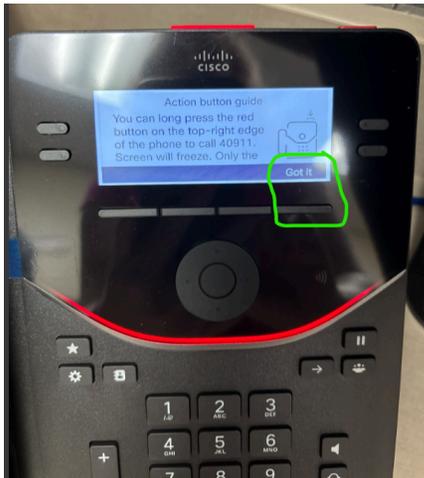
**Note:** In alignment with [Alyssa's Law](#), **all classrooms** must be equipped with a solution that enables silent panic alert technology to directly notify law enforcement during emergencies. To support compliance and improve campus safety, the district is replacing aging desk phones during the summer break with new models equipped with integrated "panic" buttons.

These buttons will only be used if there is an active threat inside the school requiring notification to local law enforcement and a lockdown on the campus. In all other situations such as medical emergencies, 911 will continue to be called in the traditional manner. Administrators will receive additional information and training. Classroom and administrative phones include this feature, while common area phones do not.

**In Administrative Buildings (non-school sites), the panic button is not yet operational. For all emergencies, dial 911.**

These new phones are currently operating on the district's legacy phone system. The district is actively exploring options to upgrade the system to support the advanced features these phones offer. In the meantime, only standard features are supported, including internal and external calling, 911, voicemail, call transfers, and conference calling.

**If you see the Action Button guide on your phone, do not press the red button on the top unless there's an active threat. Pressing the red button triggers a lockdown via the Singlewire system. To dismiss the guide, press the button below the 'Got It' message.**



## Report Phone Issues

Technology Services is currently prioritizing the district-wide phone replacement project while actively working to minimize phone-related issues. Installations are being carried out based on the inventory and phone type details provided by the campus CTA. In cases where this information was not received, installation decisions were made using the best judgment of the deployment team.

Campus CTAs have been advised to audit the phones to ensure each one is in the correct room, has the correct extension, and is of the appropriate model. Any discrepancies should be reported by submitting a Helpdesk ticket for resolution. CTAs, please open tickets under Network Issues/Network Connection (if no power from drop), Telecom/Voip/New Phone if a location is missing a phone, or Telecom/Voip/repair if there is an error message or it is not registered.

We appreciate your patience and understanding as we continue to address any reported issues as efficiently as possible.

If you find that your phone is not working correctly or is not of the correct model based on your needs, please contact your campus CTA or reach out to the Helpdesk at x28767 or [helpdesk@pisd.edu](mailto:helpdesk@pisd.edu) to open a telecom ticket.

**>> Go to the next page to see phone models and the assignments guide**

## Phone Models:Phone Assignments

### Cisco Desk Phone 9861 : Administrative Phone

Appropriate for campus support staff (e.g., front office staff, counselors, coaches, FANS, etc.).



### Cisco Desk Phone 9841 : Classroom Phone

Appropriate for teachers in classrooms.



**Cisco IP Phone 7811 : Common Area Phone**

Appropriate for areas where phones are not assigned to campus staff (e.g., breakrooms, lounges, conference rooms, workrooms, courtesy areas, network closets).

