

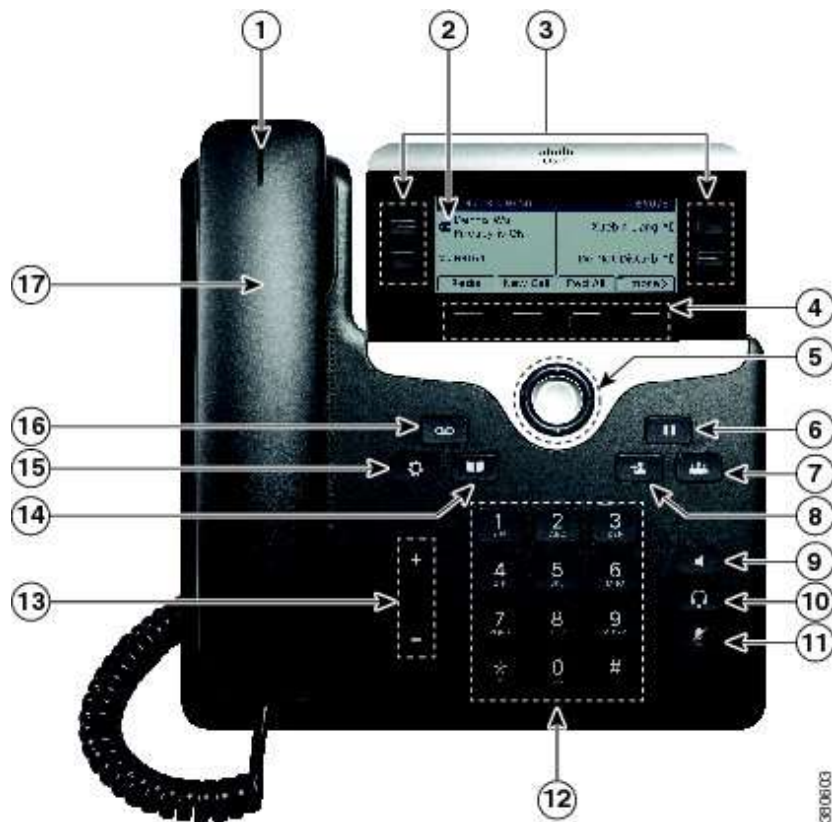


Using Your New Cisco VOIP Phone

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Getting to know your Cisco VOIP phone



- 1 - Handset with msg waiting light
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- 3 - Session Buttons
- 4 - Softkeys
- 5 - Navigation Pad and Select
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- 10 - Headset button
- 11 - Mute button
- 12 - Keypad
- 13 - Volume Button
- 14 - Contacts Button
- 15 - Applications button
- 16 - Messages Button

Placing A Call

- ▶ There are many ways to place a phone call.
 - ▶ Lift the handset and dial the phone number.
 - ▶ Dial the phone number then pick up the handset or press the Call softkey button.
 - ▶ Press the unlit Session button then dial the number. 
 - ▶ Press the Headset button. 
 - ▶ Press the Speakerphone button. 
 - ▶ Press the 'New Call' softkey. 

Dialing Numbers

- ▶ Campus Calls: Dial the 4 digit extension.
- ▶ Outside Local Calls: insert a "9" before the number.
- ▶ Outside the Area Code: insert 9+1+<10-digit number>

Ending A Call

- ▶ Depending on how the call was placed (or accepted), do one of the following to end the call:

- ▶ Hang up the handset.

- ▶ Press the Release button.






- ▶ Press the Headset button.



- ▶ Press the Cancel softkey.





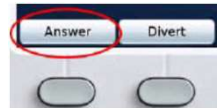
Putting a Call on Hold

- ▶ Press the Hold button. 
- ▶ You will see the hold icon on the session line 
- ▶ To return to the call:
 - ▶ Press the pulsating Session button 
 - ▶ Resume softkey.
- ▶ If you have multiple calls on hold:
 - ▶ Press the corresponding Session key.
 - ▶ To select the call to resume or with the session highlighted, press the Resume Softkey.
- ▶ Music on Hold (if your organization opted for it)
 - ▶ When you place someone on hold, they will hear music.
 - ▶ If you are on a conference call and answer a second line, the conference call is placed on hold but the conference attendees hear the music. **(think twice before placing a conference on Hold).**

Answering an Incoming Call

- ▶ Answer a call

- ▶ Lift the Handset
- ▶ Press the unlit Headset button (it will light up). 
- ▶ Press the amber lighted session button . 
- ▶ Press the Answer softkey.



- ▶ Mute 

- ▶ Press the Mute button to mute your voice and any noises around you. The button will illuminate in red.
- ▶ Press the Mute button again to disengage it.

Call Forwarding

- ▶ Forward all calls (Forward All)

- ▶ Press the Forward All softkey button.



- ▶ Either:

- ▶ Press the Voicemail button to transfer calls to voicemail.



- ▶ Enter the telephone number to which you want to forward all your incoming calls (including outside lines).

- ▶ A small logo appears next to your phone number indicating your calls are being forwarded.
 - ▶ A message appears under your telephone number on the LCD to indicate that all incoming calls are being forwarded.




- ▶ To Cancel, press the Forward Off softkey.



Transferring an Incoming Call

- 1) Answer the call.
- 2) Press the Transfer button. This places the call on hold.
- 3) Dial the number where the call will be transferred.
- 4) When the dialed number rings, either:
 - 1) Press the Transfer softkey, or
 - 2) Wait for the party to answer so you can announce the call, and then press the Transfer softkey.
- 5) If the party refuses the call, or the call does not complete successfully, press the Cancel softkey to cancel, then the Resume softkey to re-join the original call.

Making Conference Calls

- ▶ Maximum participants is **6** (5 other lines and yourself).
- ▶ The Host manages the participants by pressing the Show Detail softkey.
- ▶ Place the first call and wait for it to be answered.
- ▶ Press the Conference button. 
- ▶ This selects a new line and places the first call on hold.
- ▶ Dial another telephone number.
- ▶ When the next call is answered, press the Conference button again to add this person to the conference call. You should now be able to speak to both called parties.
- ▶ If you wish, you can add up to 3 more calls; for each, press Conference button, dial the next number, then press Conference button.





Joining Calls to Create a Conference

- ▶ To join two active calls:
 - ▶ Press the Conference button. 
 - ▶ Press the Active Calls softkey.
 - ▶ Select the other call in progress.
 - ▶ Press the Conference button again. 

Conference Call Tips

- ▶ The conference call ends when only two parties remain on the line.
- ▶ If the initiator of the conference call hangs up, the other parties will still be able to continue the call, as long as the call continues on at least one Cisco VoIP.
- ▶ Press the Hold softkey to place a conference call on hold. Answering a second call will temporarily remove you from the conference. Press the Resume soft key to return to the conference call.
- ▶ If you are a participant in the conference and place you the call on hold, the other participants may hear your hold music.
- ▶ Press the Mute button to continue listening while preventing others on the call from hearing sound from your phone. Press Mute again to restore sound from your phone.

Call History

- ▶ You can access Call History in two ways:
 - ▶ Initiate a new call (pick up handset, hit the unlit session key, or select New Call).
 - ▶ Press the Applications button  select Call History, press the Open softkey and then scroll to the number to call.
 - ▶ Call History icons:
 - Received—
 - Placed—
 - Missed—
- ▶ Each log can hold up to 100 entries.

Cisco IP Phone 7800 Online References

- ▶ Cisco IP Phone 7800 Quick Start Guide -
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/7800-series/english/qsg/7800-series-qsg.pdf
- ▶ Cisco IP Phone 7800 Quick Reference Guide -
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