

## Overview of a Cisco Phone

Model depicted is a 7841



[www.its.ny.gov/telecommunications](http://www.its.ny.gov/telecommunications)

## Reference Guide for Cisco 7800 Series Phones

How To...	Directions...
<b>Place a Call</b>	<p>Internal and External:</p> <ol style="list-style-type: none"> <li>1. Lift handset or press the <b>Speaker</b> button.</li> <li>2. Dial the 10-digit number.</li> </ol> <p>To make a second call:</p> <ol style="list-style-type: none"> <li>1. While on active call, press <b>Hold</b> soft key to hold first call.</li> <li>2. Press <b>New Call</b> soft key. After dial tone, dial 10-digit number.</li> </ol> <p>To pre-dial:</p> <ol style="list-style-type: none"> <li>1. With handset on-hook, dial the 10-digit number.</li> <li>2. Press the <b>Dial</b> soft key, and pick up the handset.</li> </ol> <p>To correct a dialing error, press the &lt; (backspace) soft key to erase.</p>
<b>Soft Keys</b>	<p>The display is dynamic and changes according to your phone activity. Available features appear across the bottom of your display in groups of four. These features are soft key labels. The phone may have more than four available features. To view additional features, press the <b>More</b> soft key. To use these features, press the corresponding soft key located directly below the features.</p>
<b>Navigation Bar</b> (with <b>Select</b> button)	<p>The Navigation Bar allows scrolling through menus by pressing up or down arrow.</p> <p>When handset is on-hook, press <b>UP</b> arrow to display phone numbers from your <b>Placed Call</b> log, or press the <b>DOWN</b> arrow to view a listing of calls.</p> <p>Use center <b>Select</b> button to choose the highlighted display item.</p>
<b>Hold and Resume</b> 	<p>To <b>Hold</b>: While connected, press the <b>Hold</b> button. Note the display icon indicating the call is on hold (paused).</p> <p>To <b>Resume</b>: Press the <b>Resume</b> soft key, or the <b>Blinking Line</b> button to return to the call.</p> <p>More than one call on hold: Press the blinking line, and use the <b>Navigation Bar</b> to highlight the call. Press <b>Resume</b>.</p>
<b>Call Waiting</b>	<p>While on a call, a call waiting tone (double beep) is heard. The display will briefly provide call information of second incoming caller, and the line button will flash.</p> <p>To answer second call or toggle between calls, press <b>Blinking Line</b> button. First call automatically put on hold.</p> <p><b>To end a call</b>: While connected (highlighted in display), press the <b>End</b> soft key or hang up.</p>
<b>PickUp</b>	<p>To answer call in Your <b>PickUp</b> group:</p> <ol style="list-style-type: none"> <li>1. Lift handset.</li> <li>2. Press <b>PickUp</b> soft key to be connected to the incoming call:             <ol style="list-style-type: none"> <li>a. To answer call, press <b>Answer</b> soft key.</li> <li>b. To divert to your voicemail, press <b>Divert</b> soft key.</li> </ol> </li> </ol>

## Reference Guide for Cisco 7800 Series Phones

How To...	Directions...
<b>Transfer</b> 	<ol style="list-style-type: none"> <li>While connected, press <b>Transfer</b> button. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard.</li> <li>Dial the number to which you want to transfer.</li> <li>While second line is ringing, you may perform either:               <ol style="list-style-type: none"> <li><b>Supervised Transfer</b> (preferred): Wait on line to announce the call. Then press <b>Transfer</b> (soft key or fixed button) to connect the two callers.</li> <li><b>Unsupervised Transfer</b>: Press <b>Transfer</b> button again.</li> </ol> </li> </ol> <p>Use the <b>Swap</b> soft key to toggle between two calls prior to completing the transfer.</p> <p>To cancel a transfer, press the <b>Blinking Line</b> button to reconnect to caller. To cancel and reconnect to original call, press <b>Cancel</b>, and then <b>Resume</b> soft keys.</p>
<b>Transfer to Unity Voice Mail</b>	<p>To <b>Transfer</b> a call directly to Unity Voice Mail:</p> <ol style="list-style-type: none"> <li>While connected, press <b>Transfer</b> soft key or button.</li> <li>Dial * and the 10-digit number where the call should be transferred.</li> <li>Press <b>Transfer</b> soft key or button.</li> </ol>
<b>Conference Call</b> 	<ol style="list-style-type: none"> <li>While connected, press <b>Conference</b> button. Call is automatically placed on hold. A new line is automatically activated, and a dial tone is heard.</li> <li>Dial 10-digit number of second party. Wait for second call to connect, and announce conference.</li> <li>Press <b>Conference</b> (soft key or fixed button) to add party to the conference call.</li> <li>To drop the last call and return to the conference, press the flashing line button.</li> </ol> <p>Use the <b>Swap</b> soft key to toggle between two calls prior to adding to the conference. Repeat steps to conference up to four parties, including you.</p>
<b>Call Forward</b>	<p>To <b>activate</b>:</p> <ol style="list-style-type: none"> <li>Press <b>FwdALL</b> soft key, and dial the 10-digit number.</li> <li>To <b>cancel</b>, press <b>FwdOFF</b> soft key.</li> </ol> <p>To <b>forward</b> all calls to voice mail (optional):</p> <ol style="list-style-type: none"> <li>Press <b>FwdALL</b> soft key.</li> <li>Press <b>Messages</b> button.</li> <li>To <b>cancel forwarding</b> to voice mail, press <b>FwdOFF</b> soft key.</li> </ol> <p>After <b>Call Forward</b> is turned off, the display will briefly display the status message, "Call Forwarding is off."</p>
<b>Abbreviated/Speed Dial</b>	<p>All <b>Abbreviated/Speed Dial</b> configuration <b>MUST</b> be done via the Self Care Portal.</p> <p>To use a <b>Speed Dial</b> code:</p> <ol style="list-style-type: none"> <li>With the handset down, enter the Abbreviated/Speed Dial code.</li> <li>Press the <b>SpeedDial</b> soft key.</li> <li>Lift handset.</li> </ol>
<b>Divert</b>	<p>Sends incoming and active calls to voice mail.</p> <p>To use, press <b>Divert</b> soft key.</p>

## Reference Guide for Cisco 7800 Series Phones

How To...	Directions...
-----------	---------------

### Applications



#### Call History

To view Call History:

1. Press the **Applications** button.
2. Highlight **Call History**, and press **Select** button or dial digit.
3. Use **Navigation Bar** to scroll though list. Soft Keys provide the following choices:
  - a. **Call**: Use to dial the number, if available.
  - b. **Details**: View call information.
  - c. **Clear**: Clears entire call history.
  - d. **Edit Dial**: Make changes to number.
  - e. **Delete**: Delete specific call from the history log.
6. Press the **Exit** soft key to exit the menu.

To view **Placed Calls** Log: With handset on-hook, press **Navigation Bar Arrow UP**.

#### Preferences

1. Press the **Applications** button.
2. Use the **Navigation Bar** to highlight **Preferences**.
3. Press round **Select** button.
4. Select **Ringtone** to change ring type. Scroll through list, **Play, Set**, and then **Apply** the change.
5. Select **Contrast**. Use the **Navigation Bar** arrows to adjust the display lighter or darker.

**All Call** history is a combination of Received and Placed calls. The **Call** icon shows the type of call. The list is sorted by time (recent to oldest). Calls for the same caller ID and phone number are grouped together only when they occur in chronological order and do not have calls associated.

**Details** of a call record include, when available:

- Called number
- Calling number
- Time of day

### Contacts



#### To Access the Contacts Menu:

1. Press **Contacts** button.
2. Use the **Navigation Bar** to scroll, highlight **Personal Directory** or **Corporate Directory**.
3. Press **Select** button to choose.

Use **Navigation Bar** to scroll through search choices (first/last name, nickname, or number, where applicable). See your System Administrator for your user ID and PIN, to access the Personal Directory.

**Personal Directories** can be created on the phone or in the **Self Care Portal**. See *Self Care Portal User Guide* for more information.

### Park

To **Park** a call and retrieve at another Cisco phone:

1. While on active call, press the **Park** soft key. The LCD screen displays the call park number (i.e. \*XXXX).
2. **Make a note of the number and hang up**. Call will time out in 120 seconds and ring back to original phone.

To retrieve a parked call from any phone, dial \* and the 4-digit number.